Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	City
330002	PENINSULA HOSPITAL CENTER	FAR ROCKAWAY
330003	ALBANY MEMORIAL HOSPITAL	ALBANY
330004	KINGSTON HOSPITAL	KINGSTON
330005	KALEIDA HEALTH	BUFFALO
330006	ST JOSEPH'S MEDICAL CENTER	YONKERS
330008	WYOMING COUNTY COMMUNITY HOSPITAL	WARSAW
330009	BRONX-LEBANON HOSPITAL CENTER	BRONX
330011	OUR LADY OF LOURDES MEMORIAL HOSPITAL, INC	BINGHAMTON
330013	ALBANY MEDICAL CENTER HOSPITAL	ALBANY
330014	JAMAICA HOSPITAL MEDICAL CENTER	JAMAICA
330019	NEW YORK COMMUNITY HOSPITAL OF BROOKLYN, INC.	BROOKLYN
330023	VASSAR BROTHERS MEDICAL CENTER	POUGHKEEPSIE
330024	MOUNT SINAI HOSPITAL	NEW YORK
330027	NASSAU UNIVERSITY MEDICAL CENTER	EAST MEADOW

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)				
	State		ZIP Code	
NY		11691		
NY		12204		
NY		12401		
NY		14210		
NY		10701		
NY		14569		
NY		10456		
NY		13905		
NY		12208		
NY		11418		
NY		11229		
NY		12601		
NY		10029		
NY		11554		

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Sor "Never" communicated well.	metimes" or
	19%
	5%
	8%
	6%
	13%
	4%
	19%
	6%
	7%
	18%
	12%
	3%
	7%
	16%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



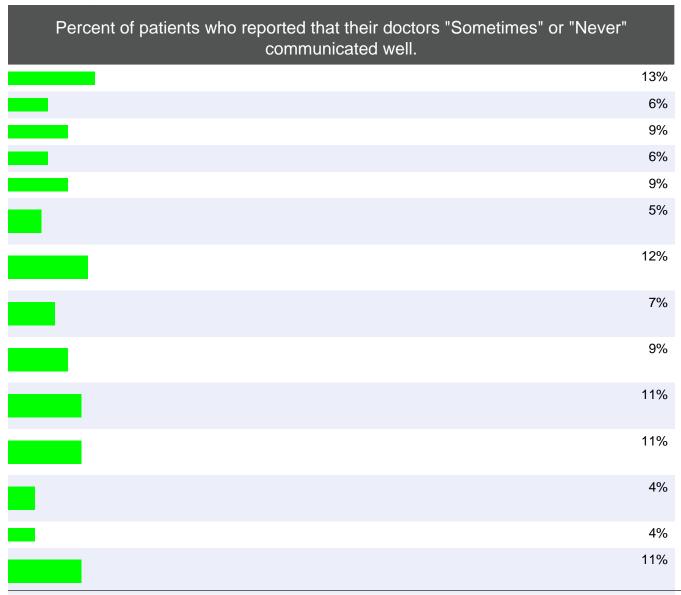
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



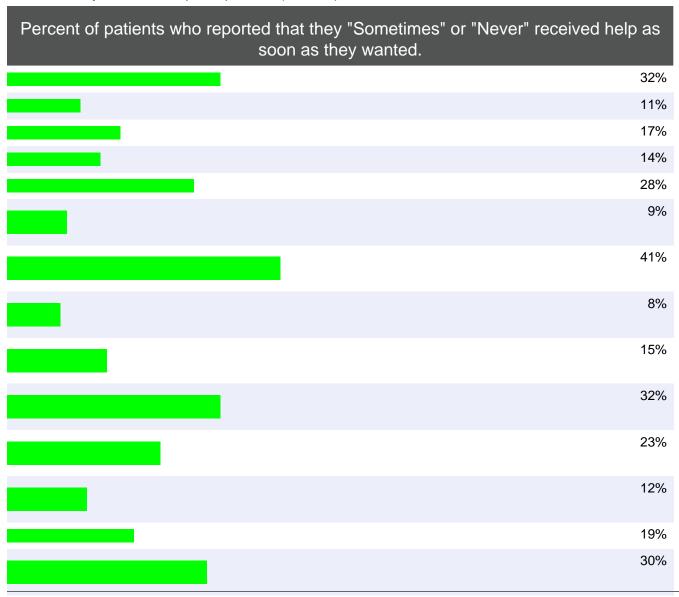
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



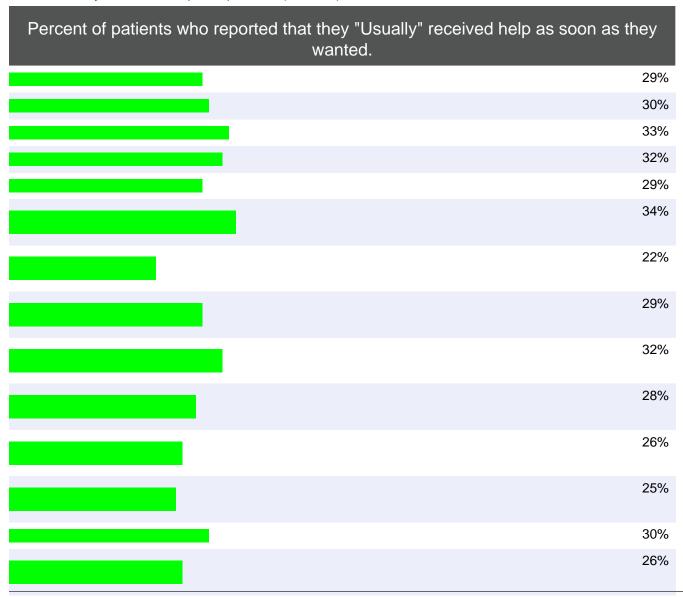
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



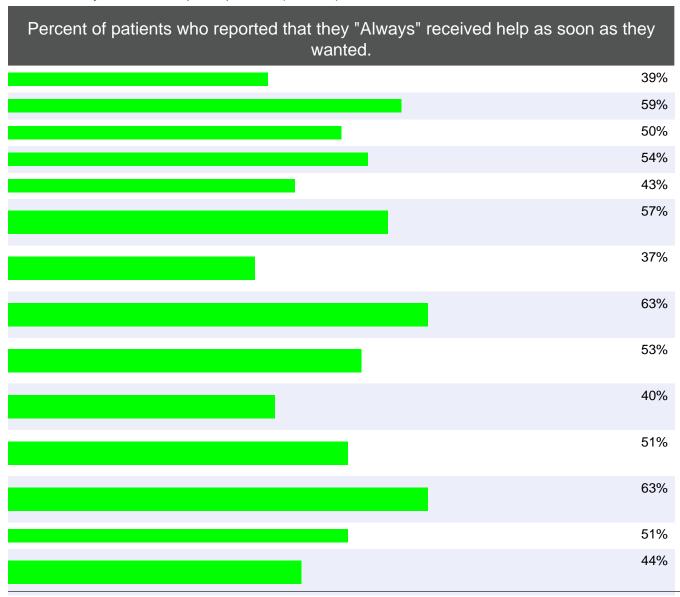
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



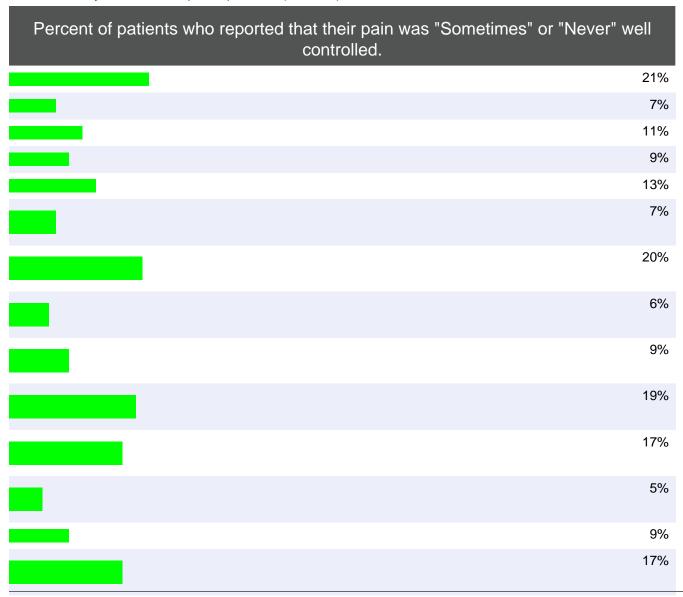
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



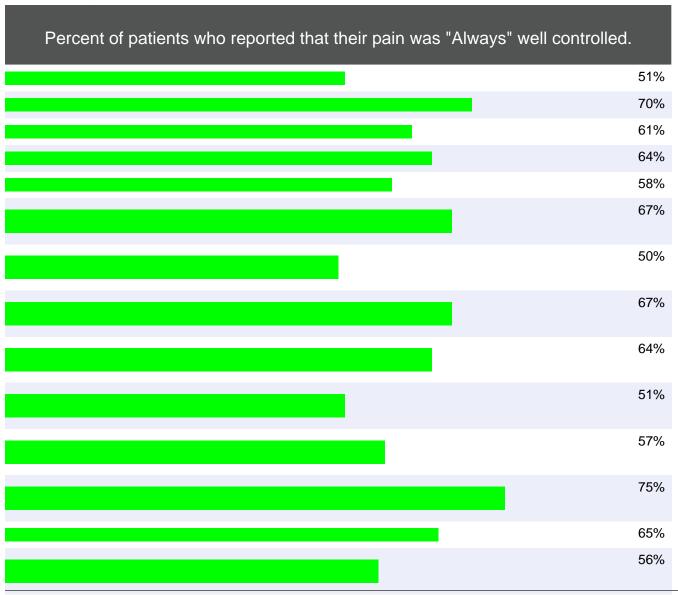
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



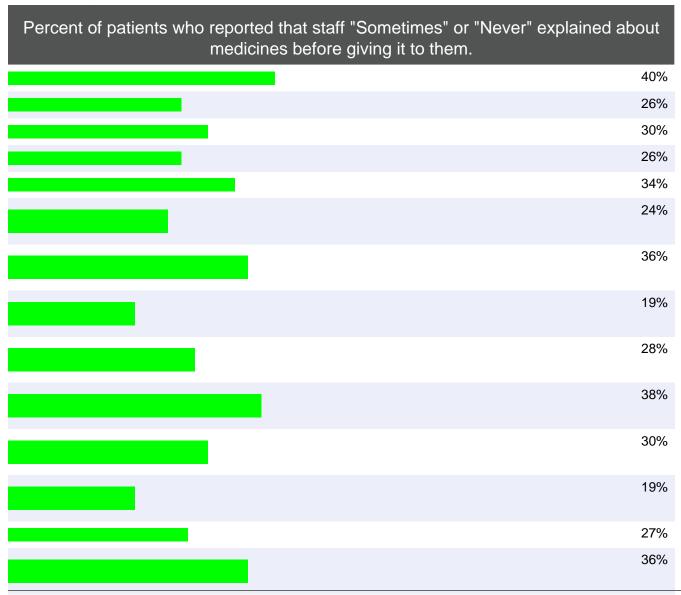
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



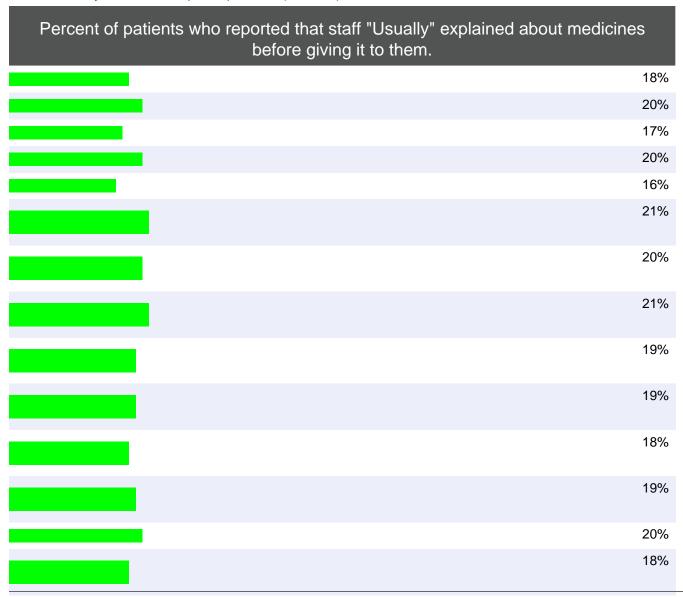
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



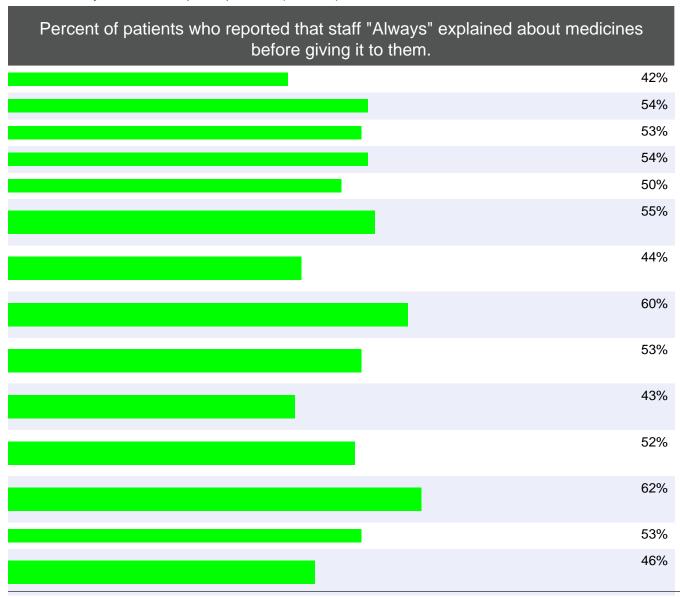
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



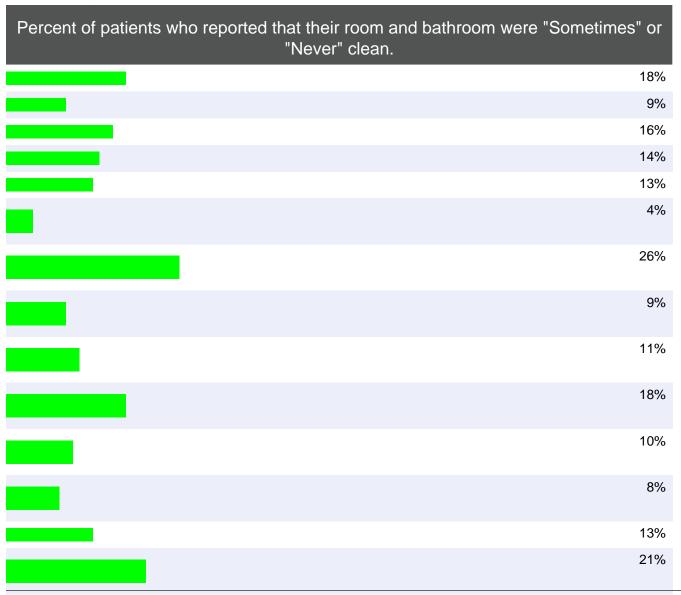
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



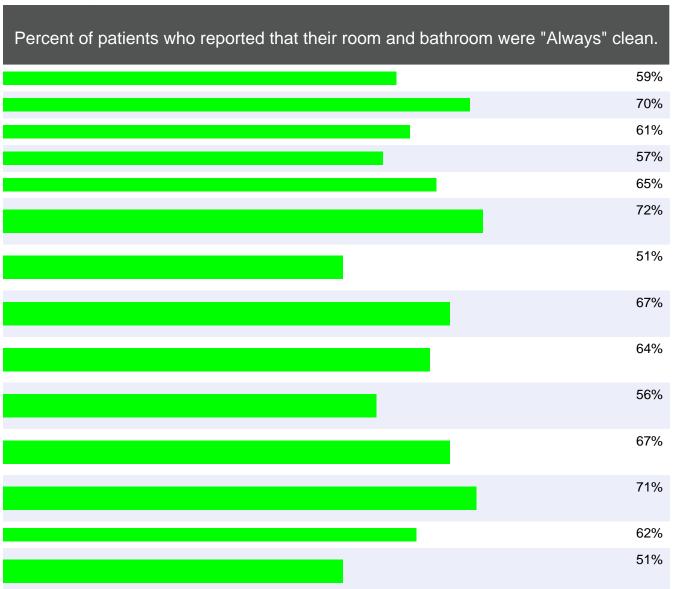
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



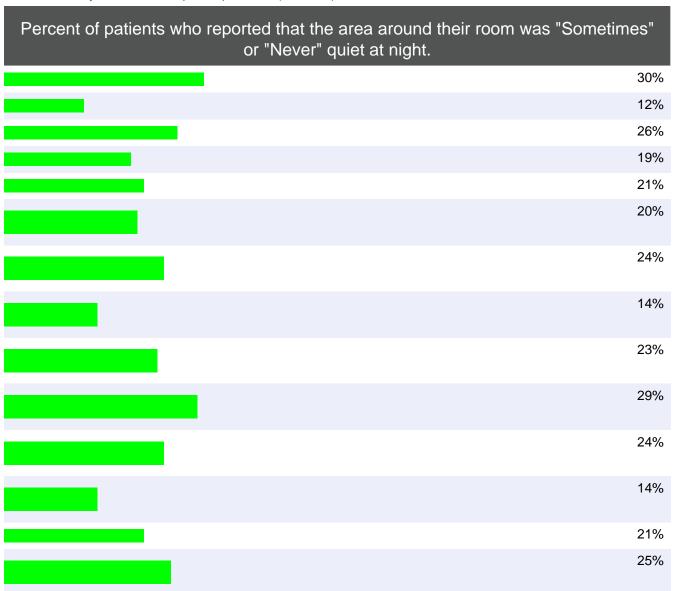
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



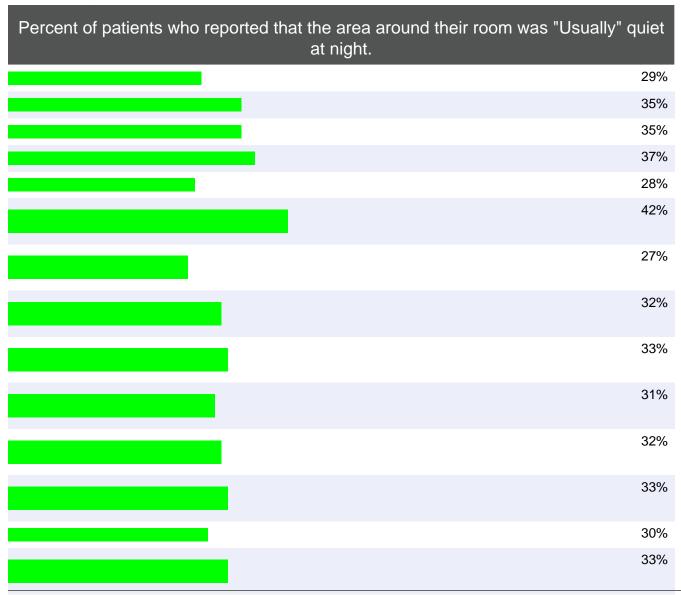
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



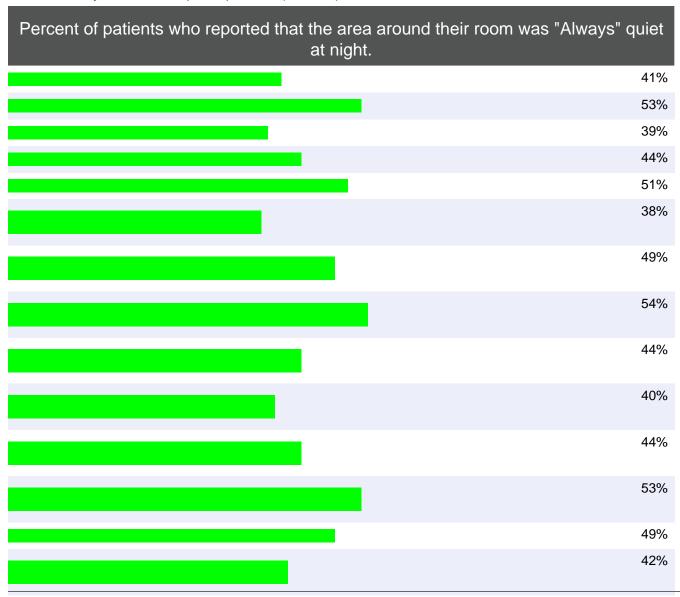
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



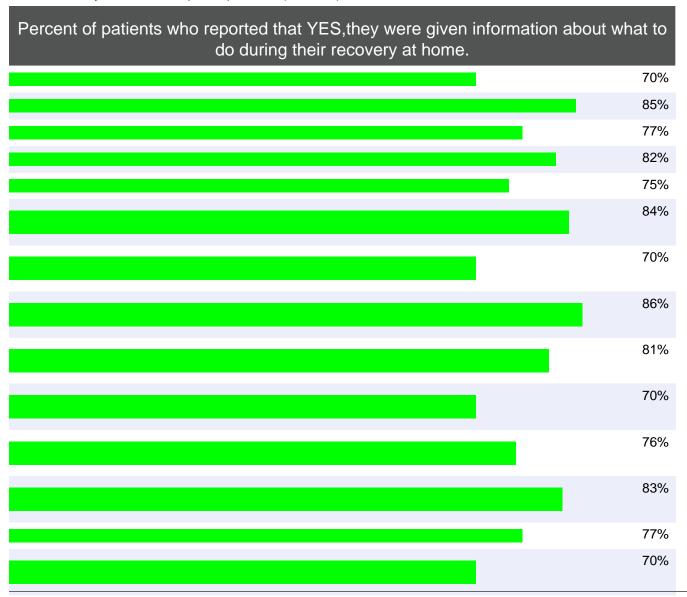
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



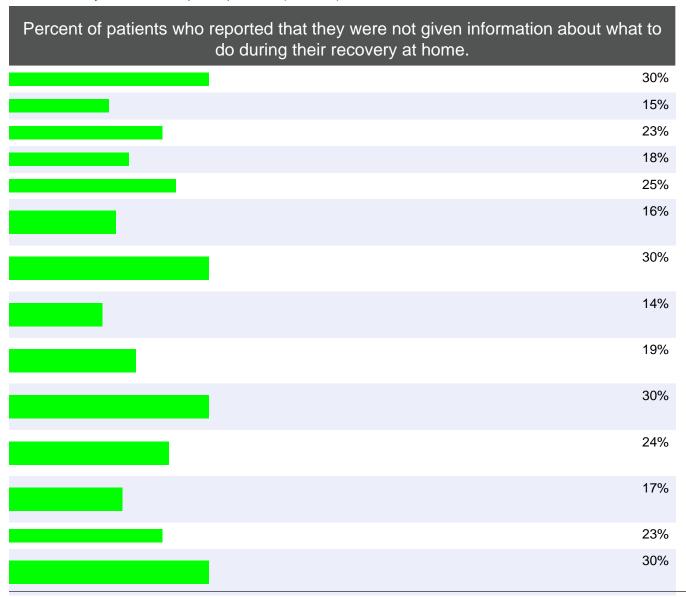
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



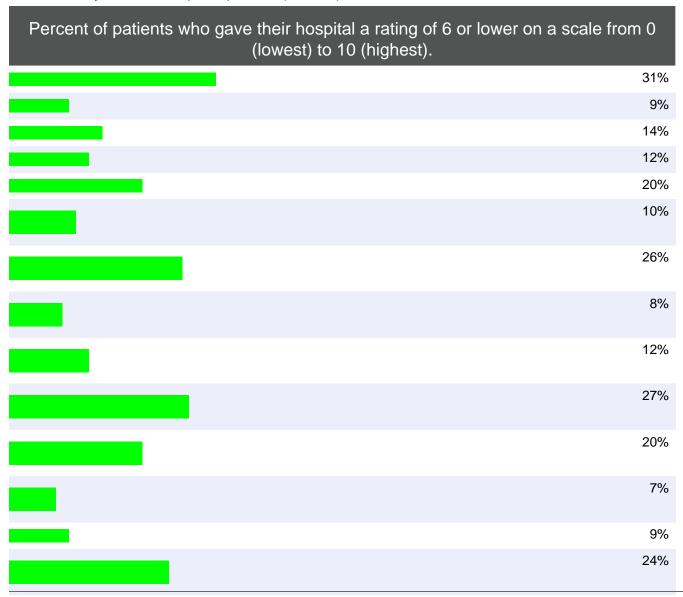
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



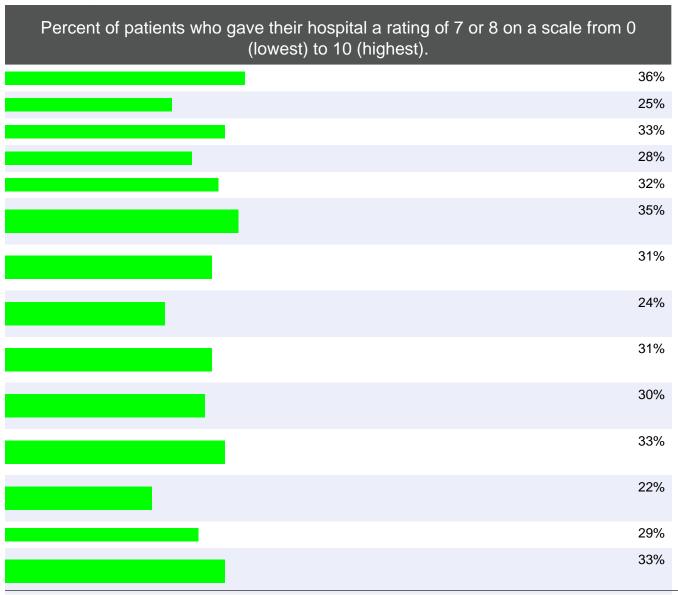
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



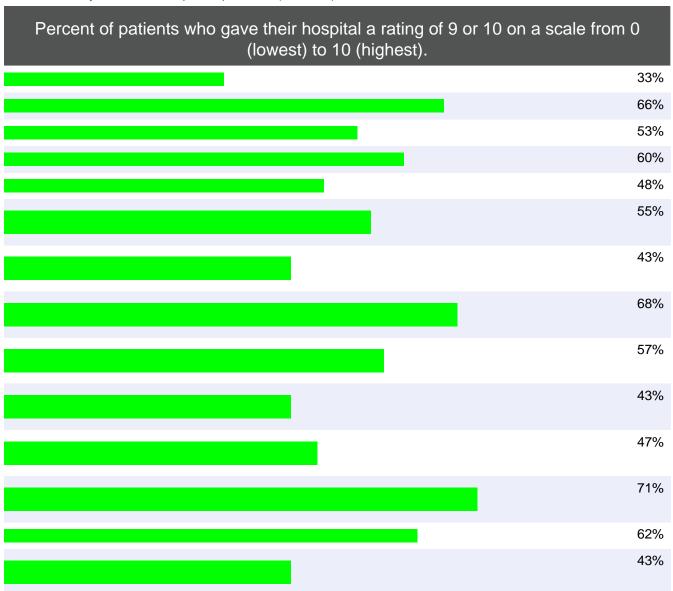
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



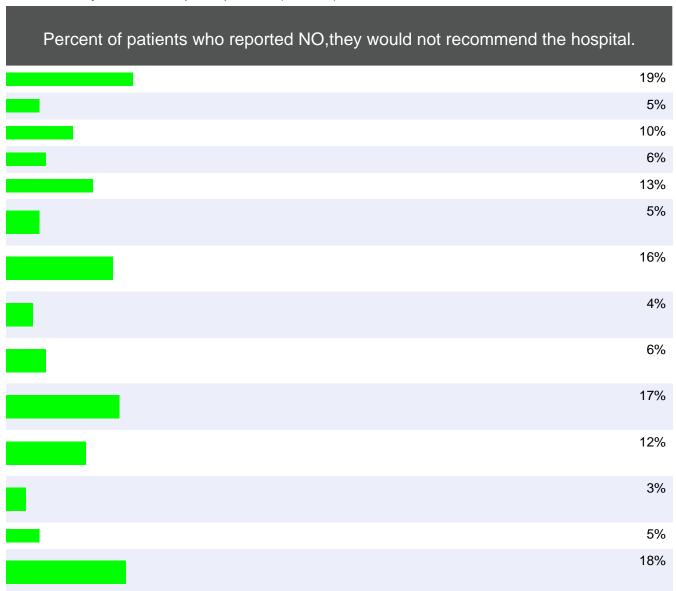
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	
	CENTER	
330028	RICHMOND UNIVERSITY MEDICAL CENTER	STATEN ISLAND
330029	SHEEHAN MEMORIAL HOSPITAL	BUFFALO
330030	NEWARK-WAYNE COMMUNITY HOSPITAL	NEWARK
330033	CHENANGO MEMORIAL HOSPITAL, INC	NORWICH
330037	LAKESIDE MEMORIAL HOSPITAL	BROCKPORT
330043	SOUTHSIDE HOSPITAL	BAY SHORE
330044	FAXTON-ST LUKE'S HEALTHCARE	UTICA
330045	HUNTINGTON HOSPITAL	HUNTINGTON
330046	ST LUKE'S ROOSEVELT HOSPITAL	NEW YORK
330047	ST MARY'S HOSPITAL AT AMSTERDAM	AMSTERDAM
330049	NORTHERN DUTCHESS HOSPITAL	RHINEBECK
330053	MEDINA MEMORIAL HOSPITAL	MEDINA
330055	NEW YORK HOSPITAL MEDICAL CENTER OF QUEENS	FLUSHING
330056	BROOKLYN HOSPITAL CENTER AT DOWNTOWN CAMPUS	BROOKLYN
330057	ST PETER'S HOSPITAL	ALBANY
330058	GENEVA GENERAL HOSPITAL	GENEVA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Pa	atients Hospital Experiences (HCAHPS	>)
NY	10304	
NY	14203	
NY	14513	
NY	13815	
NY	14420	
NY	11706	
NY	13503	
NY	11743	
NY	10025	
NY	12010	
NY	12572	
NY	14103	
NY	11355	
NY	11201	
NY	12208	
NY	14456	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

		,	
			11%
N/A			
			4%
			5%
			3%
			6%
			7%
			5%
			11%
			4%
			4%
			5%
			10%
			13%
			7%
			6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	20%
N/A	
	18%
	25%
	21%
	17%
	22%
	20%
	27%
	16%
	16%
	21%
	26%
	24%
	24%
	22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	8%
N/A	
	3%
	6%
	4%
	6%
	8%
	4%
	8%
	6%
	5%
	7%
	8%
	10%
	8%
	7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A 17% 18% 18% 18% 18% 19% 18% 18% 18		
17% 18% 18% 18% 18% 18% 18% 18%		22%
18% 18% 18% 18% 18% 18% 18% 18%	N/A	
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17% 18% 18% 19% 16% 15% 15% 18%		18%
18% 18% 19% 16% 16% 23%		18%
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		18%

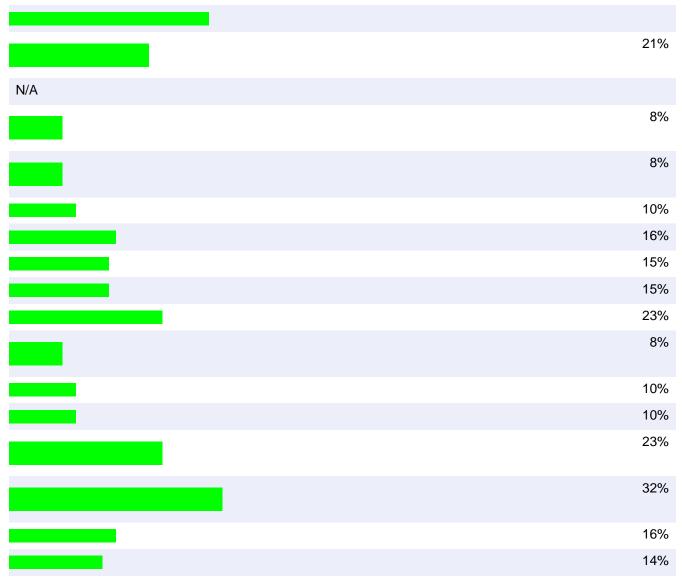
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



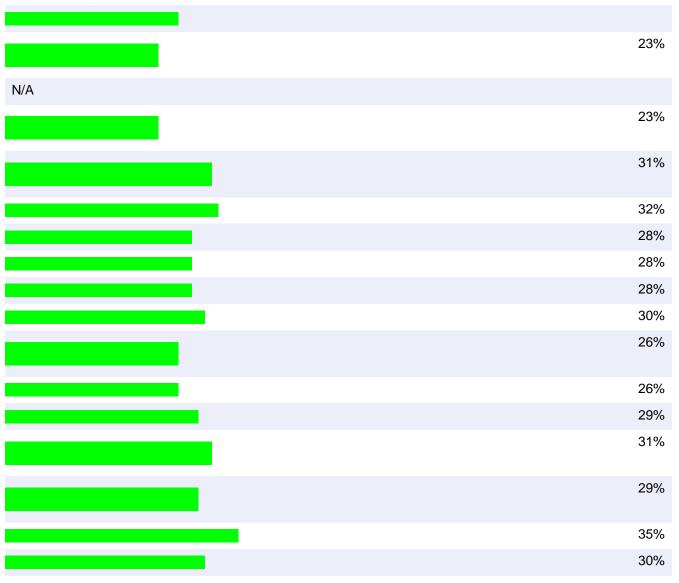
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



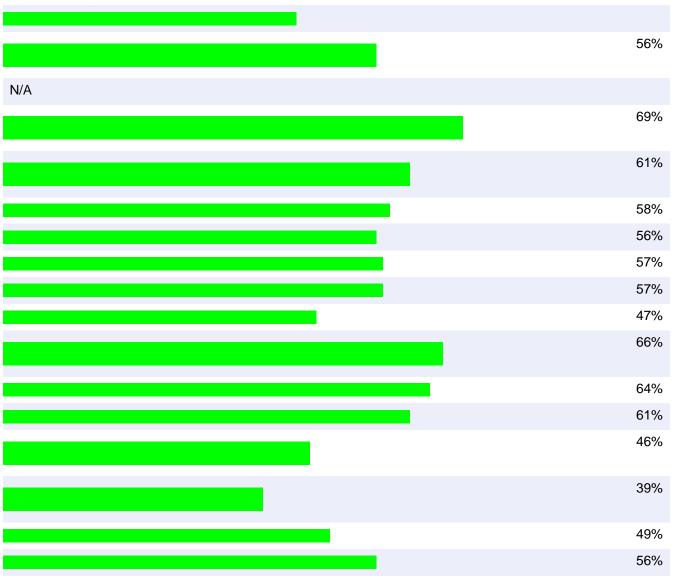
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	1%
N/A	
	4%
	7%
	6%
	9%
	8%
	6%
1	3%
	5%
	7%
	9%
1.	4%
	3%
	9%
	6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	26%
N/A	
	26%
	29%
	27%
	24%
	27%
	24%
	29%
	24%
	21%
	27%
	31%
	26%
	30%
	29%

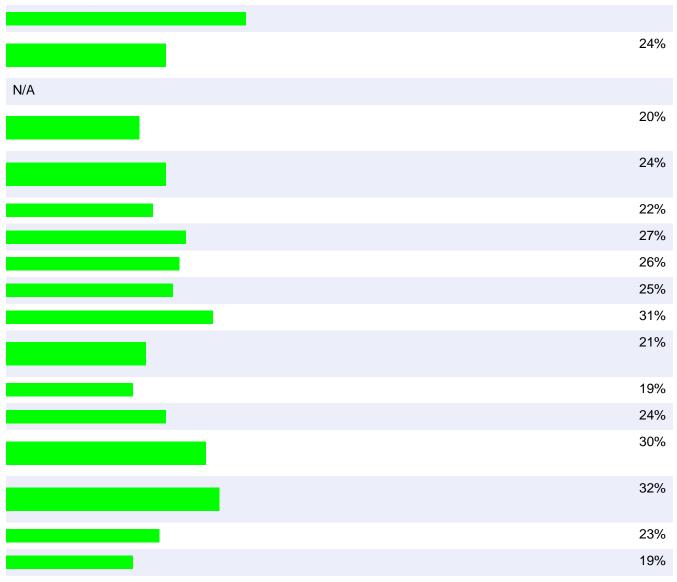
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A 18% 23% 18% 15% 21% 20% 18% 21% 20% 18% 19% 21% 20% 20% 20% 20% 20% 20% 20		
18% 23% 18% 18% 15% 21% 20% 18% 18% 18% 18% 18% 18% 19% 20%		20%
23% 18% 15% 21% 20% 188% 18% 18% 18% 19% 20% 20%	N/A	
18% 15% 21% 20% 18% 18% 18% 18% 18% 19%		18%
15% 21% 20% 18% 18% 11% 20% 19% 20%		23%
21% 20% 18% 18% 17% 21% 20%		18%
20% 18% 18% 17% 21% 20%		15%
18% 18% 17% 21% 20% 20%		21%
18% 17% 21% 20% 19%		20%
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21% 20% 19%		18%
20% 19% 20%		17%
19%		21%
20%		20%
		19%
22%		20%
		22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A N/A 9% 7% 7% 9% 18% 8% 19% 11% 13%		·	,	,		
9% 7% 7% 99% 18% 98% 18% 18% 19% 19% 11%						16%
7% 7% 9% 18% 18% 8% 11% 15%	N/A					
18% 8% 19% 8% 10% 11% 13%						9%
18% 8% 19% 8% 10% 11% 13%						7%
18% 8% 19% 8% 10% 11% 13%						7%
8% 19% 8% 10% 11% 11%						9%
19% 8% 10% 11% 13%						18%
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11% 13% 15%						8%
11% 13% 15%						10%
15%						11%
11%						13%
						15%
16%						11%
						16%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A 22% 27% 24% 20% 30% 24% 27% 17% 24% 22% 24% 27% 24% 27% 24% 26% 26% 26%		,	,	
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24%				19%
26%				24%
				24%
21%				26%
				21%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



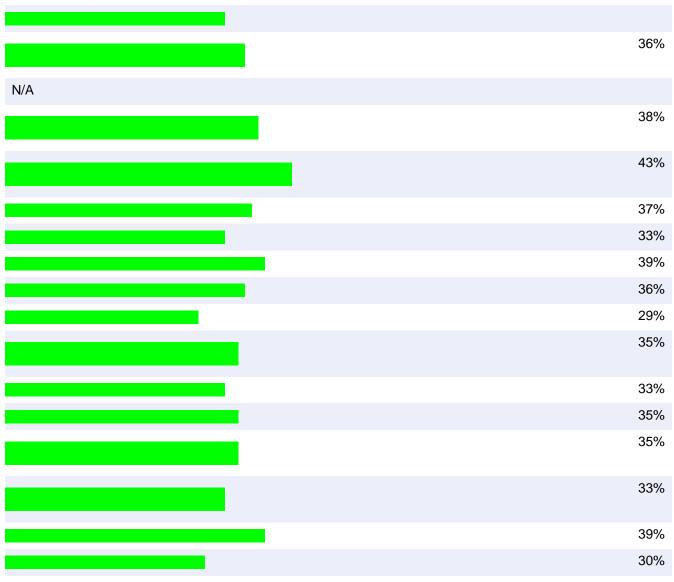
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A 13% 10% 12% 18% 18% 19% 16% 23% 23%		
13% 10% 12% 18% 18% 18% 19% 16% 16% 19% 23%		23%
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12% 18% 19% 19% 23% 16% 19% 23%		
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23%		16%
21%		
		23%
		21%
23%		23%
15%		15%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



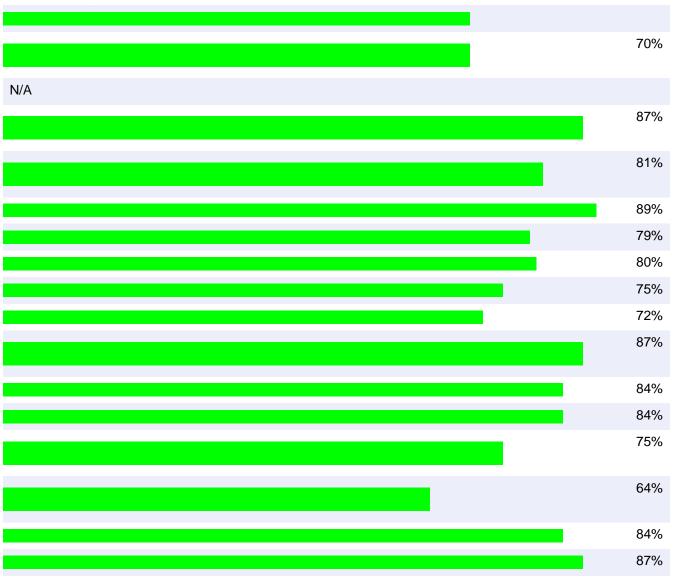
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



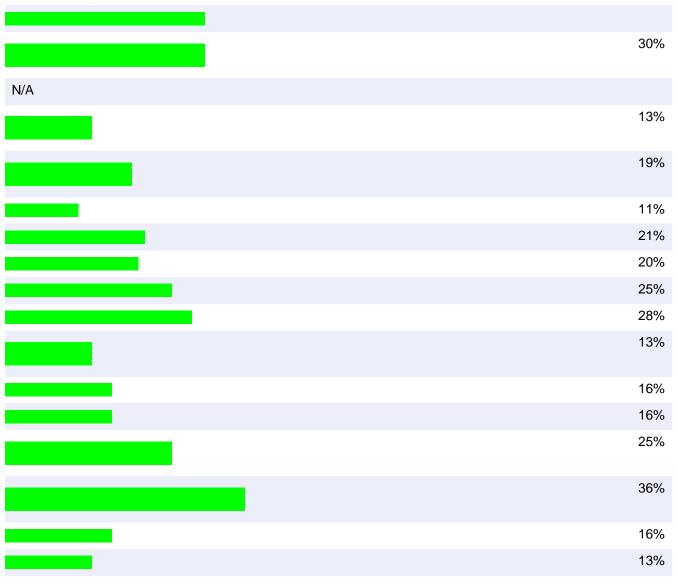
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A 10% 14% 9% 12% 14% 9% 15% 15% 15% 20% 10% 10%		
10% 14% 9% 12% 14% 9% 15% 15% 15% 15% 15%		22%
14% 9% 12% 14% 9% 14% 14% 9% 15% 9% 15% 15% 15%	N/A	
9% 12% 14% 9% 15% 6% 15% 20%		10%
12% 14% 9% 15% 6% 13% 15%		14%
14% 9% 15% 6% 13% 15%		9%
9% 15% 6% 7% 13% 15%		12%
15% 6% 7% 13% 15% 20%		14%
6% 7% 13% 15% 20%		9%
15% 20% 10%		15%
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20%		13%
10%		15%
		20%
8%		10%
		8%

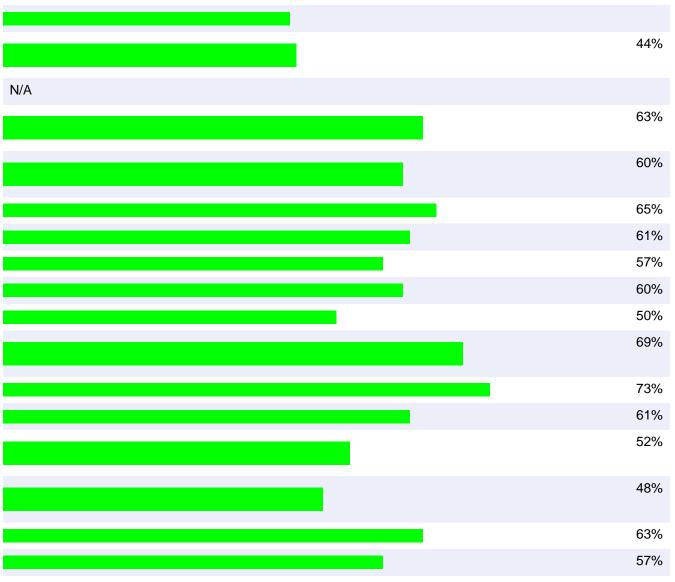
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	•	,	,	
				14%
N/A				
				5%
				8%
				3%
				5%
				8%
				6%
				11%
				4%
				4%
				8%
				7%
				13%
				6%
				6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

330059	MONTEFIORE MEDICAL CENTER	BRONX
330061	LAWRENCE HOSPITAL CENTER	BRONXVILLE
330064	NEW YORK DOWNTOWN HOSPITAL	NEW YORK
330065	NIAGARA FALLS MEMORIAL MEDICAL CENTER	NIAGARA FALLS
330067	ST FRANCIS HOSPITAL	POUGHKEEPSIE
330073	UNITED MEMORIAL MEDICAL CENTER	BATAVIA
330074	F F THOMPSON HOSPITAL	CANANDAIGUA
330078	SISTERS OF CHARITY HOSPITAL	BUFFALO
330079	ADIRONDACK MEDICAL CENTER	SARANAC LAKE
330080	LINCOLN MEDICAL & MENTAL HEALTH CENTER	BRONX
330084	ALICE HYDE MEDICAL CENTER	MALONE
330085	AURELIA OSBORN FOX MEMORIAL HOSPITAL	ONEONTA
330086	MOUNT VERNON HOSPITAL	MOUNT VERNON
330088	EASTERN LONG ISLAND HOSPITAL	GREENPORT
330090	ARNOT OGDEN MEDICAL CENTER	ELMIRA
330094	COLUMBIA MEMORIAL HOSPITAL	HUDSON
330096	JONES MEMORIAL HOSPITAL	WELLSVILLE
330100	NY EYE AND EAR INFIRMARY	NEW YORK
330101	NEW YORK-PRESBYTERIAN	NEW YORK

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

NO.	
NY	10467
NY	10708
NY	10038
NY	14302
NY	12601
NY	14020
NY	14424
NY	14214
NY	12983
NY	10451
NY	12953
NY	13820
NY	10550
NY	11944
NY	14905
NY	12534
NY	14895
NY	10003
NY	10021

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

8%
6%
13%
7%
7%
4%
4%
6%
4%
16%
6%
5%
10%
2%
3%
7%
6%
9%
6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

20%
19%
30%
25%
21%
18%
19%
21%
19%
20%
21%
26%
17%
18%
18%
24%
22%
23%
22%

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72%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

8%
5%
10%
7%
8%
4%
4%
7%
4%
8%
5%
5%
5%
2%
4%
6%
6%
5%
5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

15%
15%
24%
23%
18%
19%
16%
20%
14%
16%
15%
20%
12%
13%
17%
18%
17%
20%
17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

23%
14%
21%
13%
12%
10%
8%
15%
8%
25%
15%
12%
14%
8%
10%
14%
14%
18%
15%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

29%
26%
33%
34%
25%
27%
24%
29%
20%
26%
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Page 79 of 341 05/31/2011

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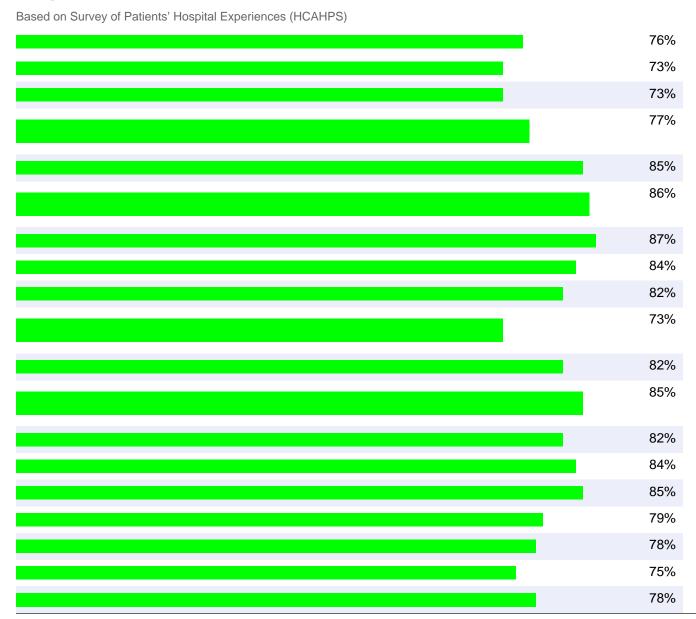
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Page 86 of 341 05/31/2011

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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330106	NORTH SHORE UNIVERSITY HOSPITAL	MANHASSET
330107	PECONIC BAY MEDICAL CENTER	RIVERHEAD
330108	ST JOSEPH'S HOSPITAL, INC	ELMIRA
330111	BERTRAND CHAFFEE HOSPITAL	SPRINGVILLE
330115	ONEIDA HEALTHCARE CENTER	ONEIDA
330119	LENOX HILL HOSPITAL	NEW YORK
330125	ROCHESTER GENERAL HOSPITAL	ROCHESTER
330126	ORANGE REGIONAL MEDICAL CENTER	GOSHEN
330127	JACOBI MEDICAL CENTER	BRONX
330128	ELMHURST HOSPITAL CENTER	ELMHURST
330132	TLC HEALTH NETWORK	GOWANDA
330135	BON SECOURS COMMUNITY HOSPITAL	PORT JERVIS
330136	MARY IMOGENE BASSETT HOSPITAL	COOPERSTOWN
330140	ST JOSEPH'S HOSPITAL HEALTH CENTER	SYRACUSE
330141	BROOKHAVEN MEMORIAL HOSPITAL	PATCHOGUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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NY	13203	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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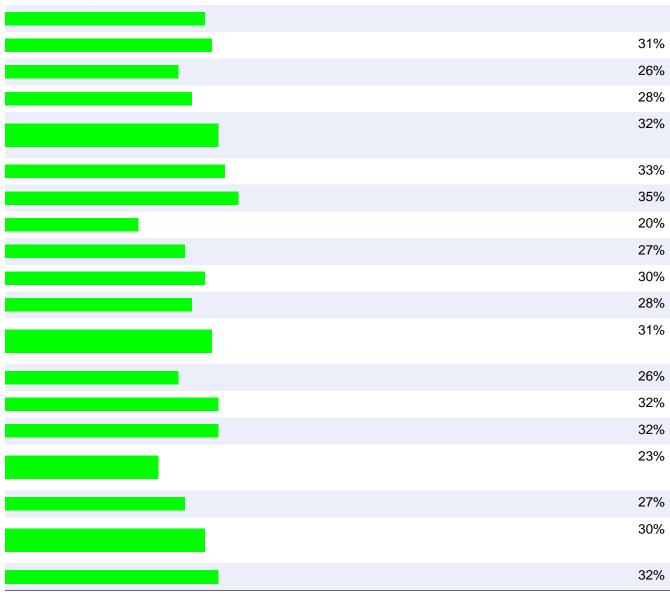
Page 101 of 341 05/31/2011

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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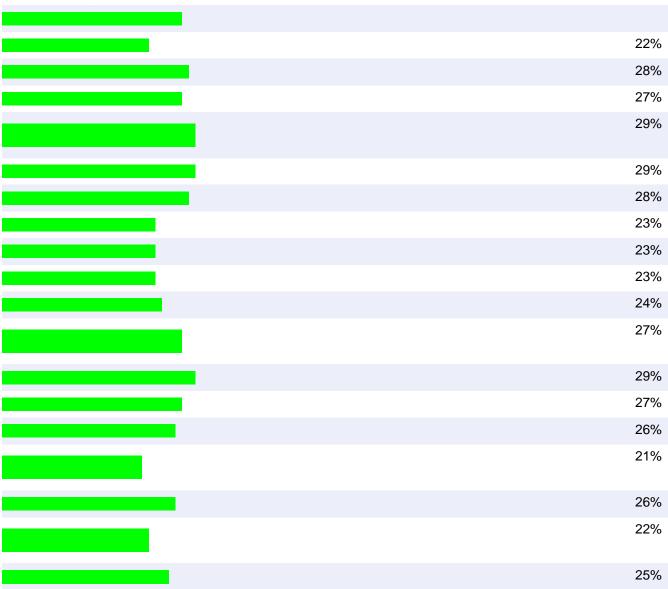
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



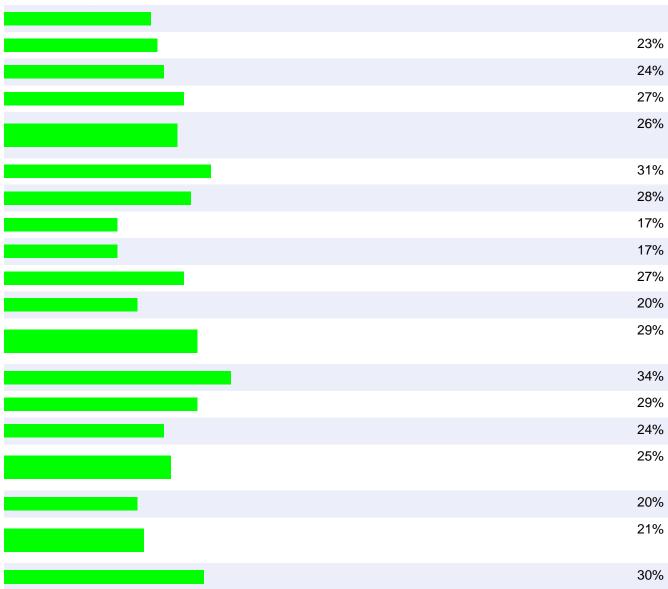
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 111 of 341 05/31/2011

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Page 114 of 341 05/31/2011

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 119 of 341 05/31/2011

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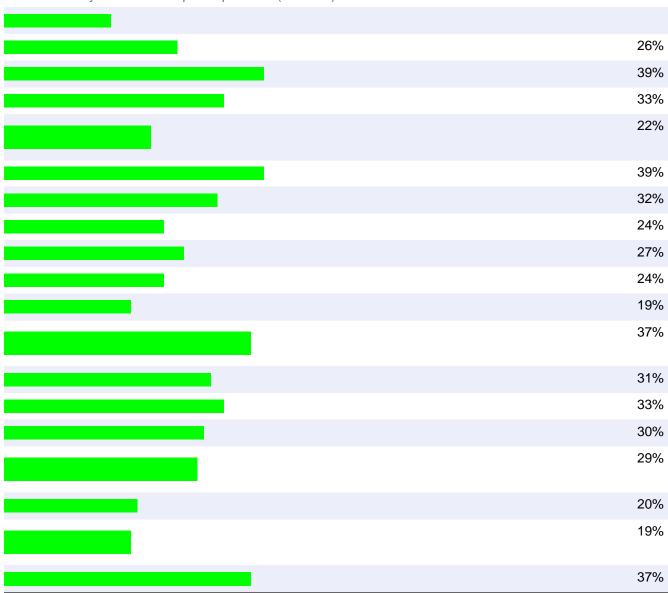
Page 121 of 341 05/31/2011

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	MEDICAL CENTER	
330144	IRA DAVENPORT MEMORIAL HOSPITAL, INC	BATH
330151	ST JAMES MERCY HOSPITAL	HORNELL
330152	LONG ISLAND COLLEGE HOSPITAL	BROOKLYN
330153	ELLIS HOSPITAL	SCHENECTADY
330157	SAMARITAN MEDICAL CENTER	WATERTOWN
330158	GOOD SAMARITAN HOSPITAL OF SUFFERN	SUFFERN
330159	COMMUNITY-GENERAL HOSPITAL OF GREATER SYRACUSE	SYRACUSE
330160	STATEN ISLAND UNIVERSITY HOSPITAL	STATEN ISLAND
330162	NORTHERN WESTCHESTER HOSPITAL	MOUNT KISCO
330163	EASTERN NIAGARA HOSPITAL	LOCKPORT
330164	HIGHLAND HOSPITAL	ROCHESTER
330166	WESTFIELD MEMORIAL HOSPITAL, INC	WESTFIELD
330167	WINTHROP-UNIVERSITY HOSPITAL	MINEOLA
330169	BETH ISRAEL MEDICAL CENTER	NEW YORK
330175	CORTLAND REGIONAL MEDICAL CENTER, INC	CORTLAND

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 127 of 341 05/31/2011

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 130 of 341 05/31/2011

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Page 131 of 341 05/31/2011

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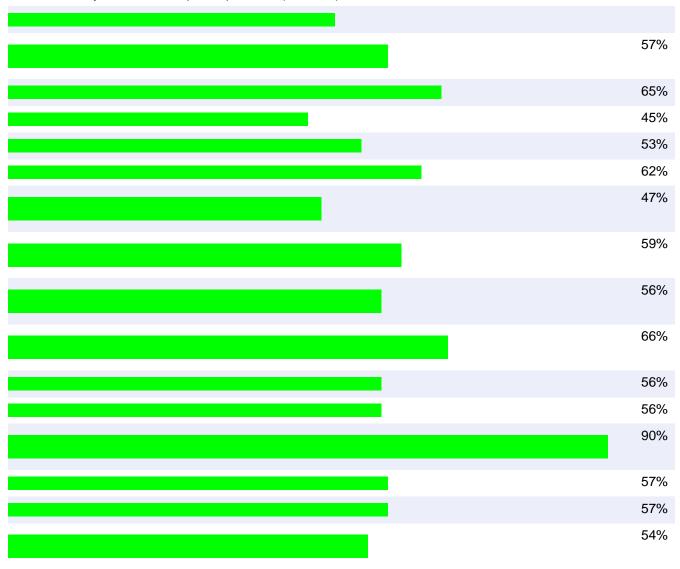
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 136 of 341 05/31/2011

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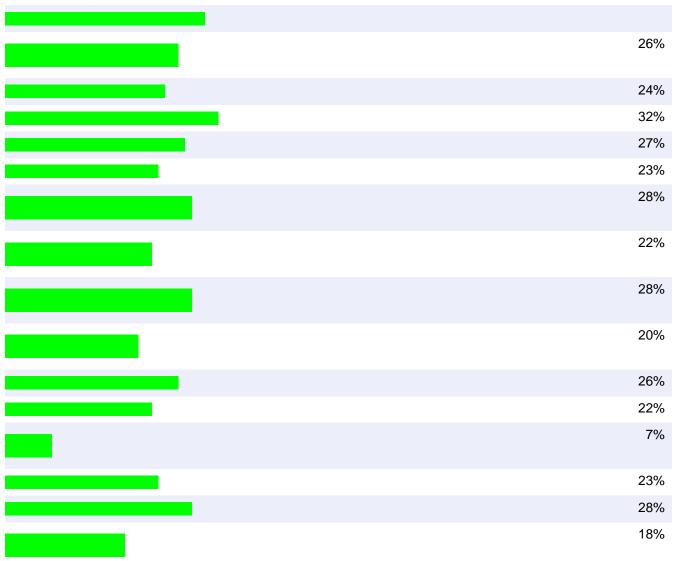
Page 137 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



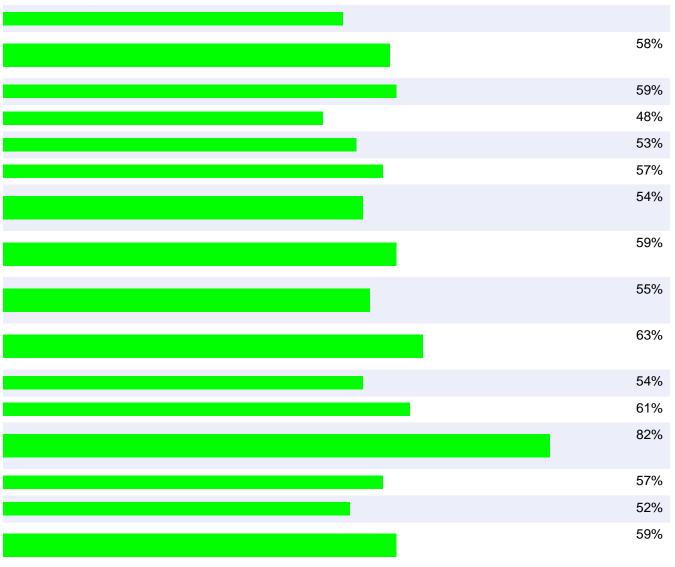
Page 139 of 341 05/31/2011

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Page 140 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 142 of 341 05/31/2011

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Page 143 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 144 of 341 05/31/2011

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Page 145 of 341 05/31/2011

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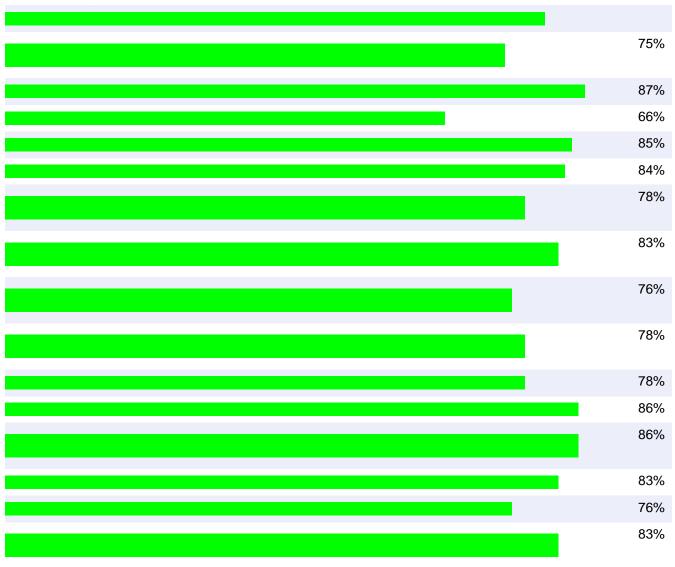
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 149 of 341 05/31/2011

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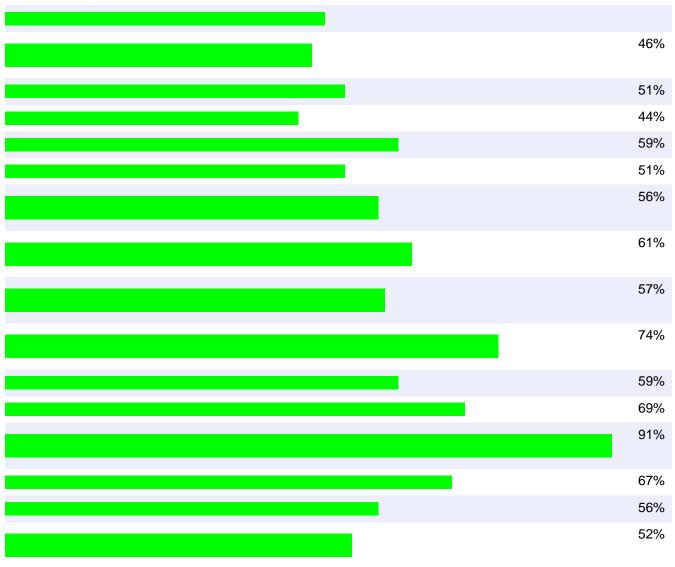
Page 150 of 341 05/31/2011

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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330197 CANTON-POTSDAM HOSPITAL POTSDAM 330198 SOUTH NASSAU COMMUNITIES OCEANSIDE HOSPITAL	330195		NEW HYDE PARK
330198 SOUTH NASSAU COMMUNITIES OCEANSIDE HOSPITAL	330196	CONEY ISLAND HOSPITAL	BROOKLYN
HOSPITAL	330197	CANTON-POTSDAM HOSPITAL	POTSDAM
330199 METROPOLITAN HOSPITAL CENTER NEW YORK	330198		OCEANSIDE
	330199	METROPOLITAN HOSPITAL CENTER	NEW YORK

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patient	s' Hospital Experiences (HCAHPS)
NY	13642
NY	12180
NY	11542
NY	11576
NY	10802
NY	11777
NY	14092
NY	12208
NY	12801
NY	11355
NY	11219
NY	11040
NY	11235
NY	13676
NY	11572
NY	10029

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	5%
	7%
	4%
	3%
	13%
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	4%
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	7%
	13%
	6%
	7%
	14%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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	24%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	5%
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	4%
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	7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	9%
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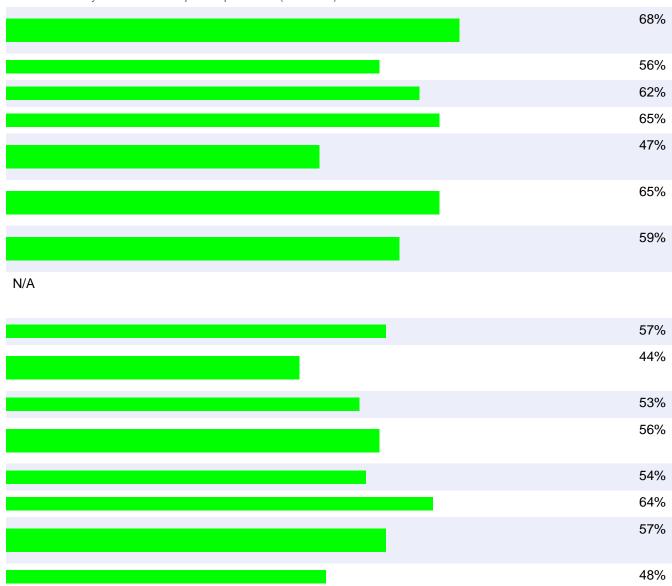
Page 164 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Patients Trospital Experiences (TICATIF 3)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	9%
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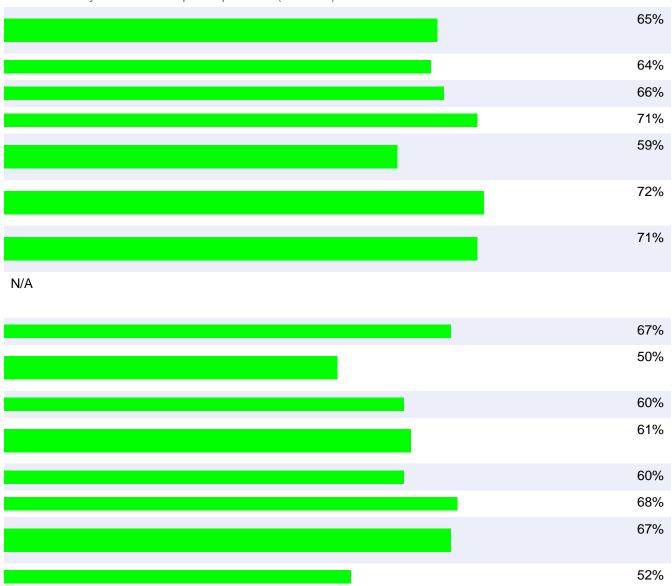
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	26%
	28%
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	24%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 170 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 172 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 173 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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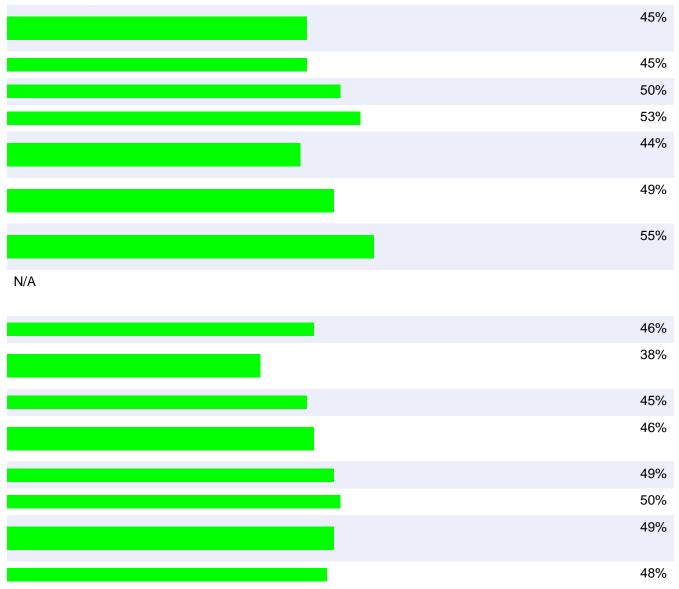
Page 176 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	39%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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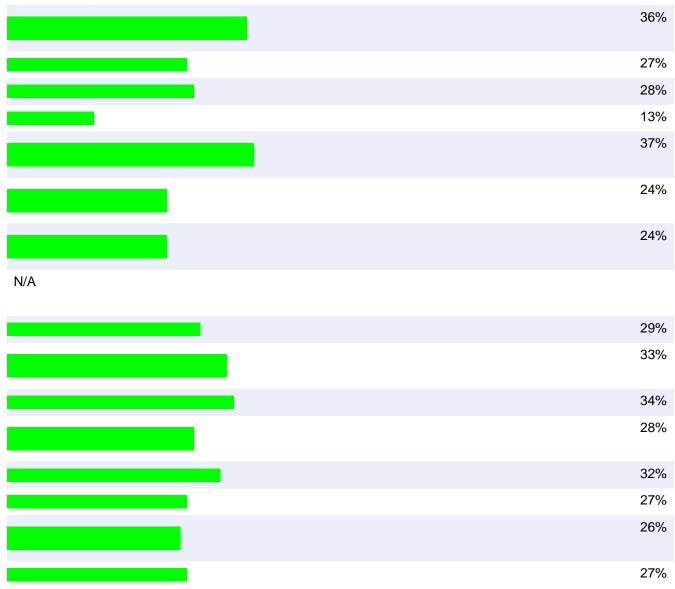
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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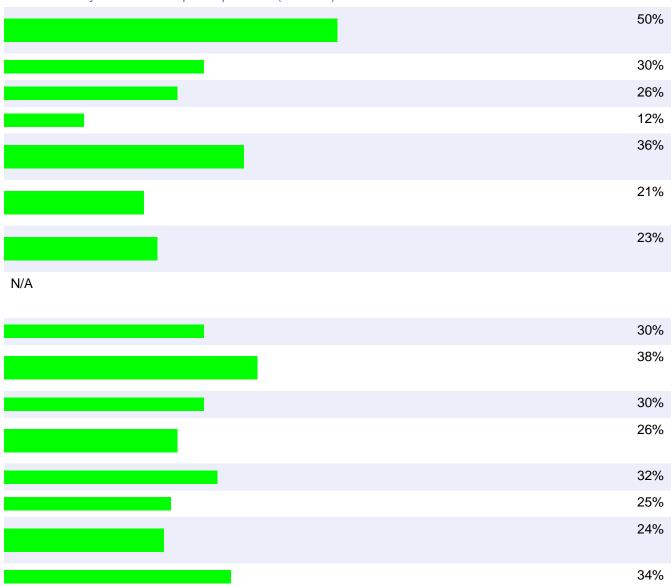
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

330201	KINGSBROOK JEWISH MEDICAL CENTER	BROOKLYN
330202	KINGS COUNTY HOSPITAL CENTER	BROOKLYN
330203	CROUSE HOSPITAL	SYRACUSE
330204	BELLEVUE HOSPITAL CENTER	NEW YORK
330205	ST ANTHONY COMMUNITY HOSPITAL	WARWICK
330208	ST JOHN'S RIVERSIDE HOSPITAL	YONKERS
330211	CLAXTON-HEPBURN MEDICAL CENTER	OGDENSBURG
330213	LEWIS COUNTY GENERAL HOSPITAL	LOWVILLE
330214	NYU HOSPITALS CENTER	NEW YORK
330215	ROME MEMORIAL HOSPITAL, INC	ROME
330218	OSWEGO HOSPITAL	OSWEGO
330219	ERIE COUNTY MEDICAL CENTER	BUFFALO
330221	WYCKOFF HEIGHTS MEDICAL CENTER	BROOKLYN
330222	SARATOGA HOSPITAL	SARATOGA SPRINGS
330223	MASSENA MEMORIAL HOSPITAL	MASSENA
330224	BENEDICTINE HOSPITAL	KINGSTON
330225	LONG BEACH MEDICAL CENTER	LONG BEACH
330226	UNITY HOSPITAL OF ROCHESTER	ROCHESTER

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

NY	11203	
NY	11203	
NY	13210	
NY	10016	
NY	10990	
NY	10701	
NY	13669	
NY	13367	
NY	10016	
NY	13440	
NY	13126	
NY	14215	
NY	11237	
NY	12866	
NY	13662	
NY	12401	
NY	11561	
NY	14626	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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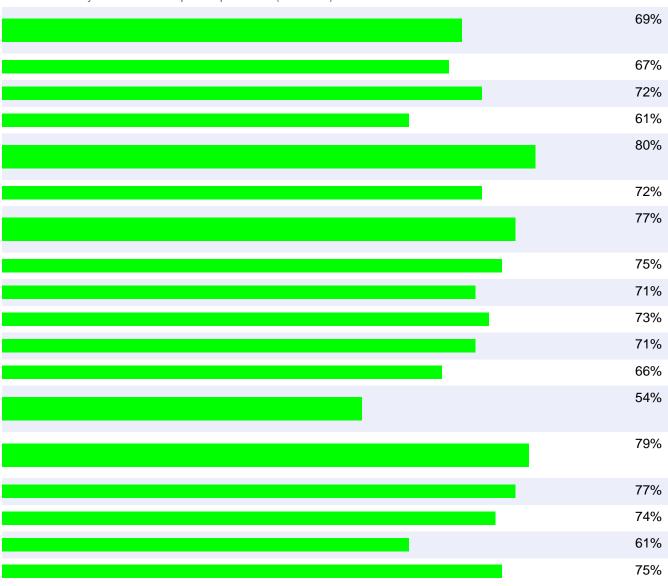
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 191 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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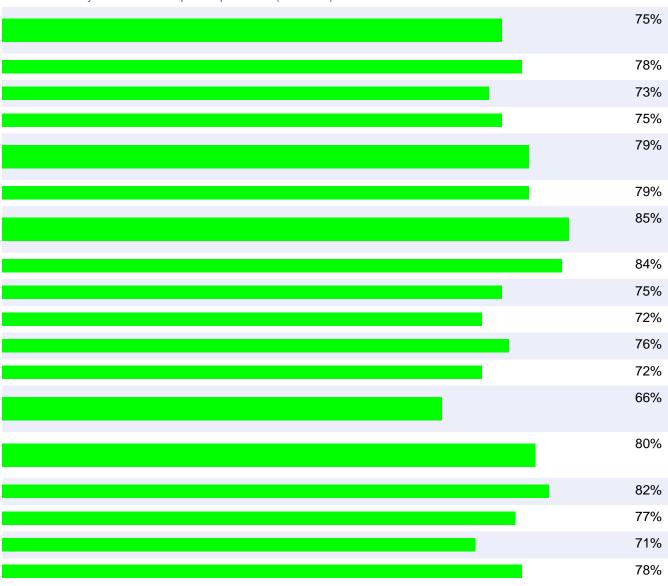
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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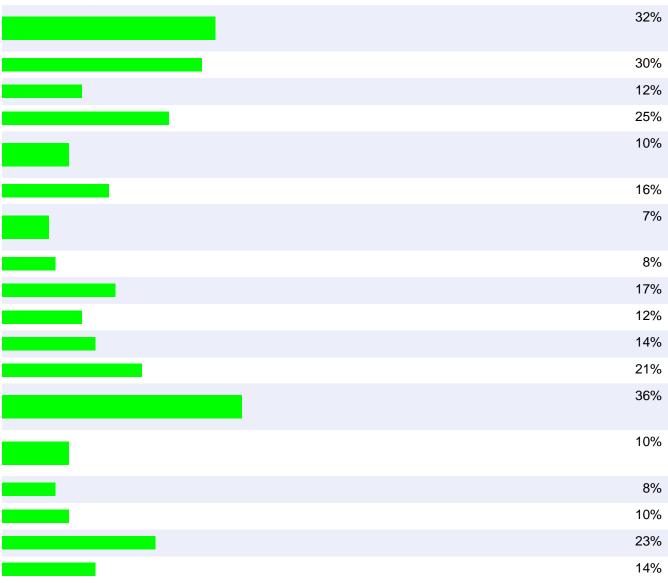
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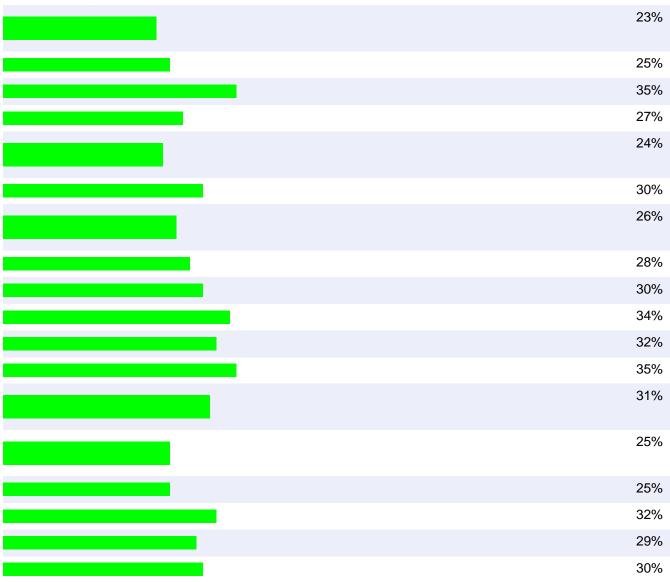
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



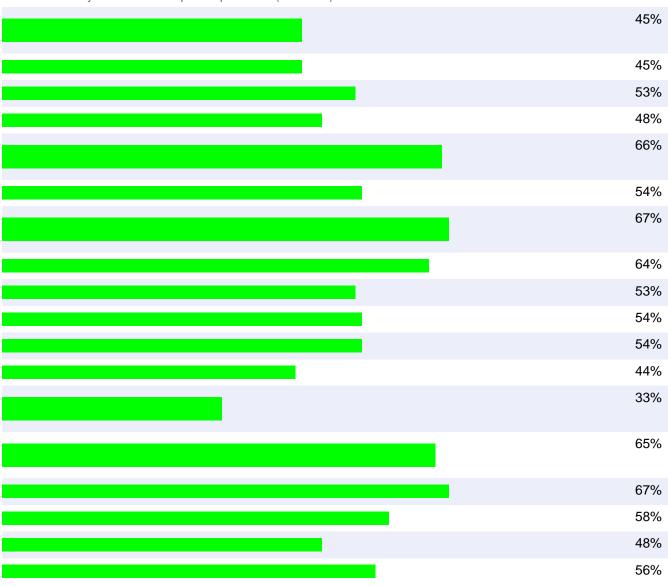
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Patients Trospital Experiences (TOATTES)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



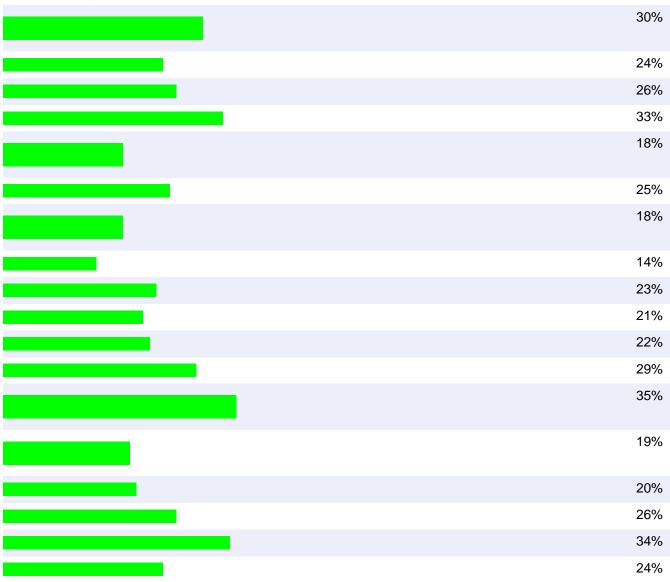
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on edivoy of Fatiente Floopital Experiences (Florating)	
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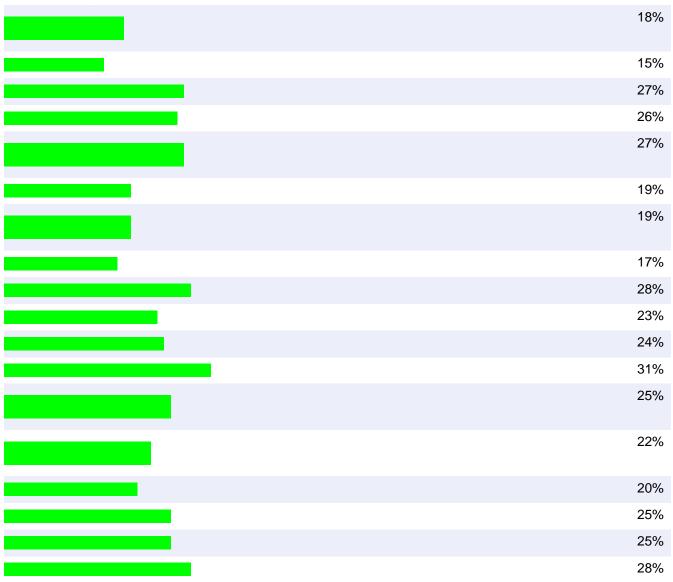
Page 203 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Trospital Experiences (HOALIFS)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Sarvey of Fatiente Freehalt Experiences (Fig. 11)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Patients Thospital Experiences (TICATTPS)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



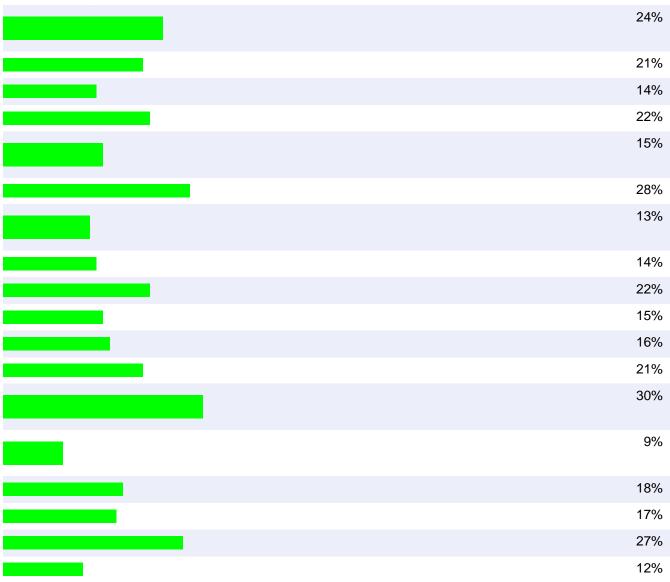
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



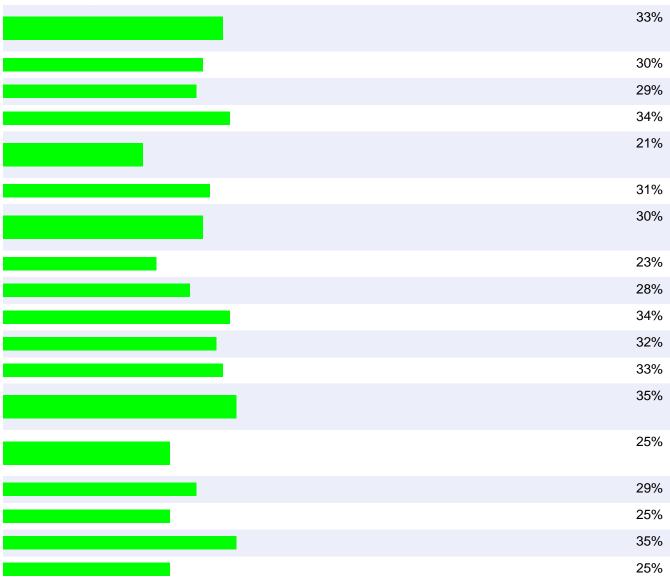
Page 211 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Patients Trospital Experiences (TICATIFS)	
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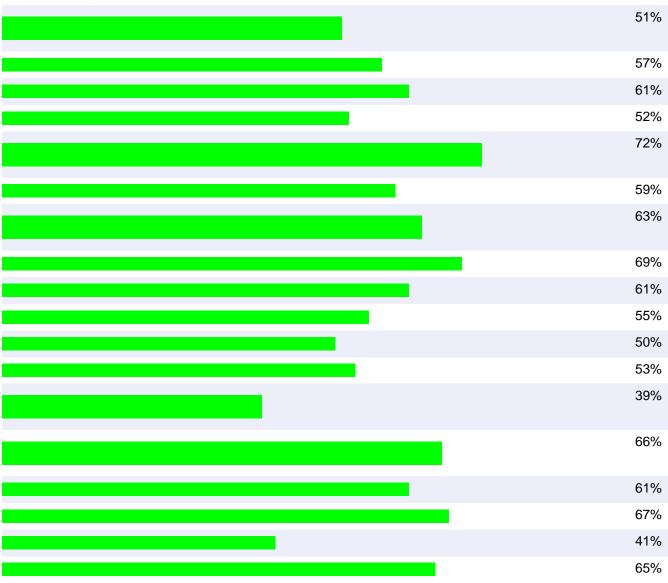
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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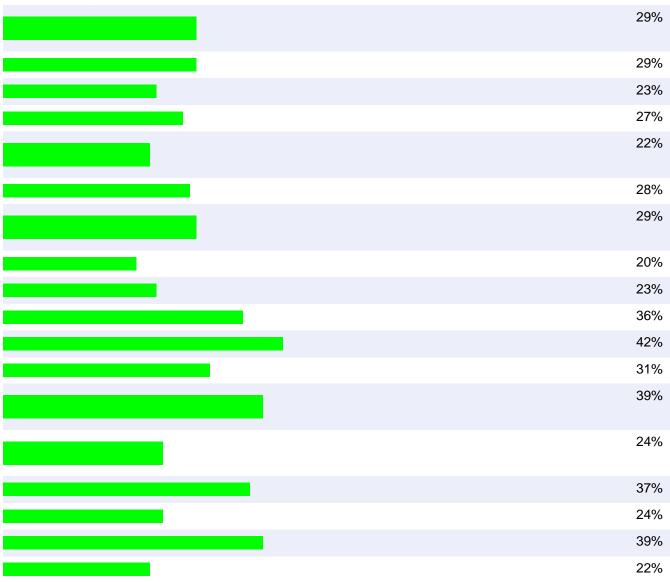
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Patients Trospital Experiences (TOATIPS)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

,		
330229	BROOKS MEMORIAL HOSPITAL	DUNKIRK
330231	QUEENS HOSPITAL CENTER	JAMAICA
330232	SETON HEALTH SYSTEM-ST MARY'S CAMPUS	TROY
330233	BROOKDALE HOSPITAL MEDICAL CENTER	BROOKLYN
330234	WESTCHESTER MEDICAL CENTER	VALHALLA
330235	AUBURN MEMORIAL HOSPITAL	AUBURN
330236	NEW YORK METHODIST HOSPITAL	BROOKLYN
330238	NICHOLAS H NOYES MEMORIAL HOSPITAL	DANSVILLE
330239	WOMAN'S CHRISTIAN ASSOCIATION	JAMESTOWN
330240	HARLEM HOSPITAL CENTER	NEW YORK
330241	UNIVERSITY HOSPITAL S U N Y HEALTH SCIENCE CENTER	SYRACUSE
330245	ST ELIZABETH MEDICAL CENTER	UTICA
330246	ST CHARLES HOSPITAL	PORT JEFFERSON
330249	COMMUNITY MEMORIAL HOSPITAL, INC	HAMILTON
330250	CHAMPLAIN VALLEY PHYSICIANS HOSPITAL MEDICAL CTR	PLATTSBURGH
330259	MERCY MEDICAL CENTER	ROCKVILLE CENTRE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Bassa on Garvey or radionic Tro	opital Expellences (Florti II o)
NY	14048
NY	11432
NY	12180
NY	11212
NY	10595
NY	13021
NY	11215
NY	14437
NY	14701
NY	10037
NY	13210
NY	13501
NY	11777
NY	13346
NY	12901
NY	11570

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 223 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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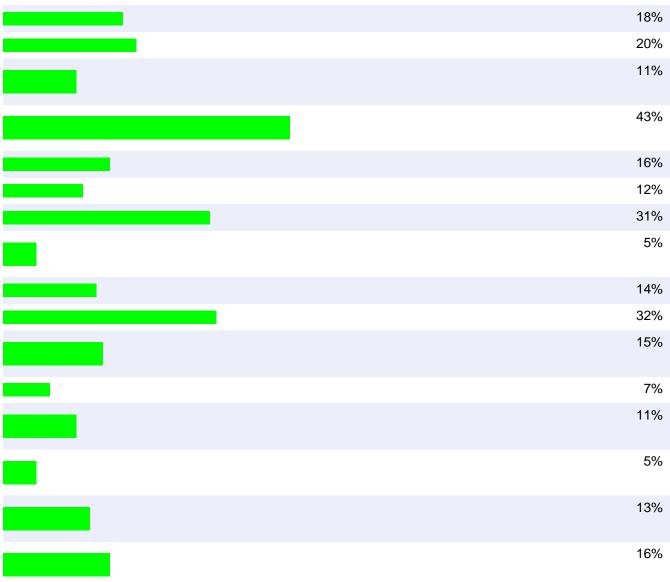
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Automot Prospital Expensiones (110/4111 6)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



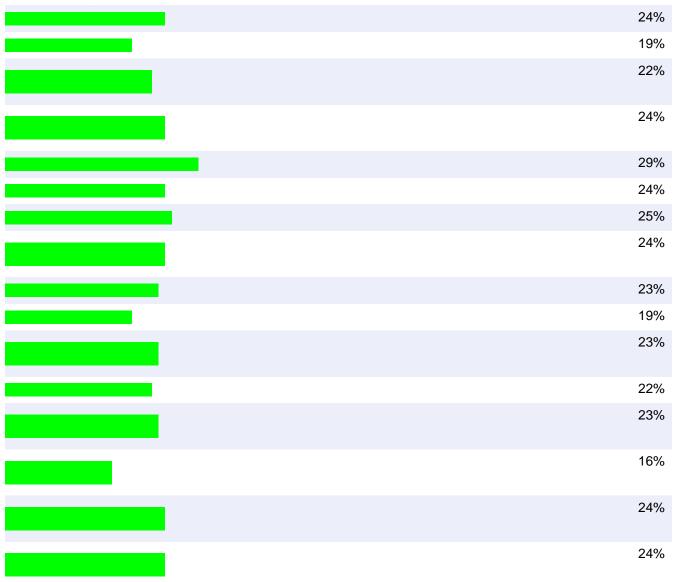
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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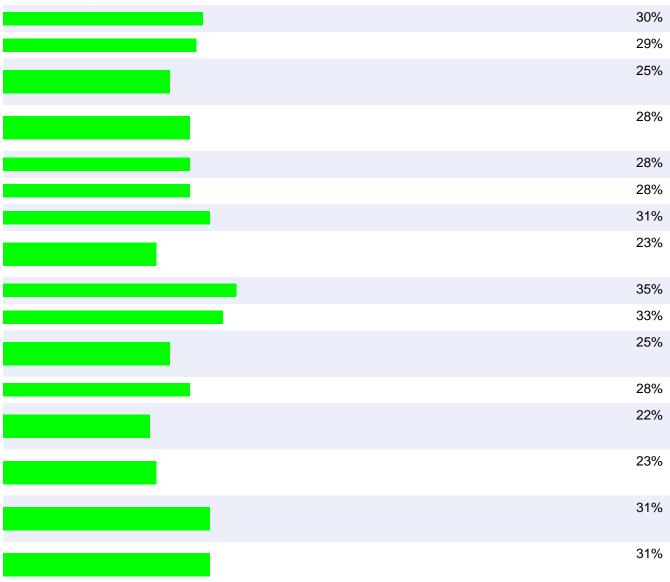
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Fatiente Prospital Experiences (11974 in S)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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330261	PHELPS MEMORIAL HOSPITAL ASSN	SLEEPY HOLLOW
330263	CARTHAGE AREA HOSPITAL, INC	CARTHAGE
330264	ST LUKE'S CORNWALL HOSPITAL	NEWBURGH
330265	CLIFTON SPRINGS HOSPITAL AND CLINIC	CLIFTON SPRINGS
330267	HUDSON VALLEY HOSPITAL CENTER	CORTLANDT MANOR
330268	COBLESKILL REGIONAL HOSPITAL	COBLESKILL
330270	HOSPITAL FOR SPECIAL SURGERY	NEW YORK
330273	PUTNAM HOSPITAL CENTER	CARMEL
330276	NATHAN LITTAUER HOSPITAL	GLOVERSVILLE
330277	CORNING HOSPITAL	CORNING
330279	MERCY HOSPITAL	BUFFALO
330285	STRONG MEMORIAL HOSPITAL	ROCHESTER
330286	GOOD SAMARITAN HOSPITAL MEDICAL CENTER	WEST ISLIP
330304	WHITE PLAINS HOSPITAL CENTER	WHITE PLAINS
330306	LUTHERAN MEDICAL CENTER	BROOKLYN
330307	CAYUGA MEDICAL CENTER AT ITHACA	ITHACA
330316	NEW YORK WESTCHESTER SQUARE MEDICAL CENTER	BRONX
330331	PLAINVIEW HOSPITAL	PLAINVIEW

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey or Fatterits	5 Hospital Expellences (HOAHFS)
NY	10591
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NY	12550
NY	14432
NY	10567
NY	12043
NY	10021
NY	10512
NY	12078
NY	14830
NY	14220
NY	14642
NY	11795
NY	10601
NY	11220
NY	14850
NY	10461
NY	11803

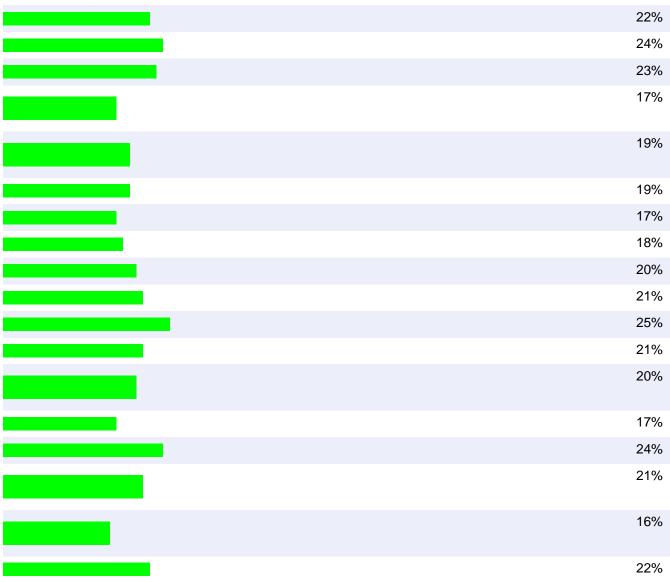
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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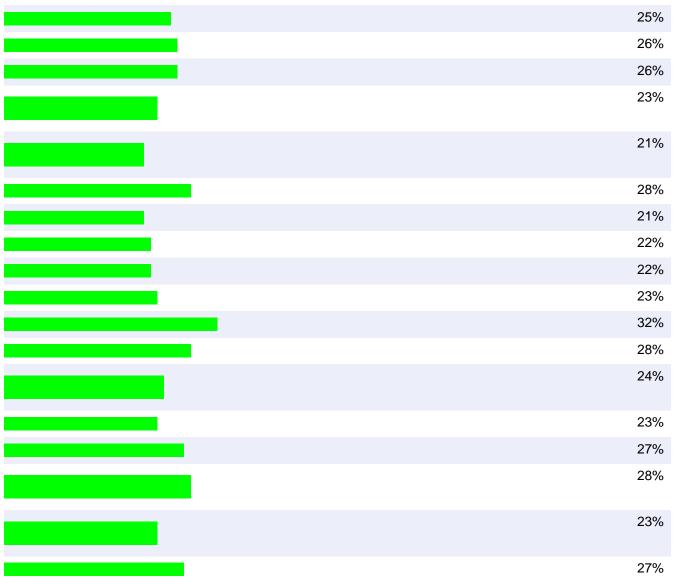
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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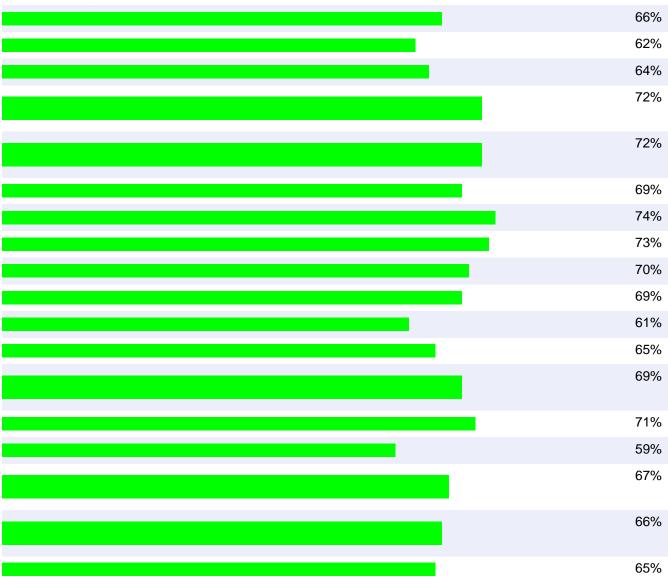
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



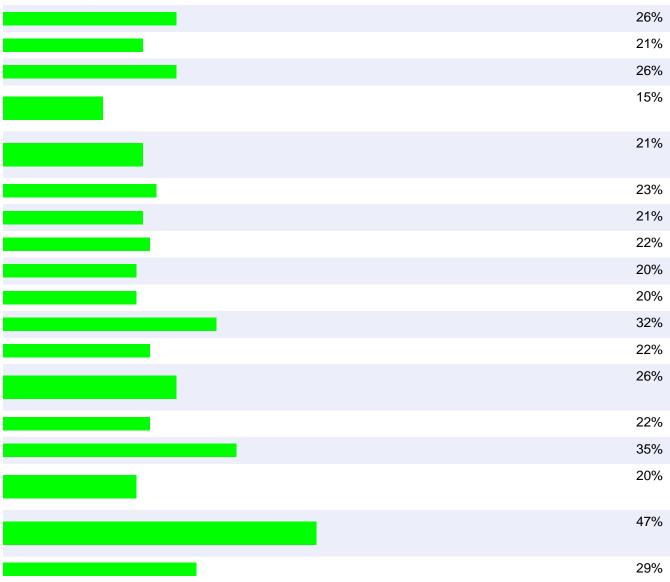
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on early of Patiente Prospital Experiences (New York	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



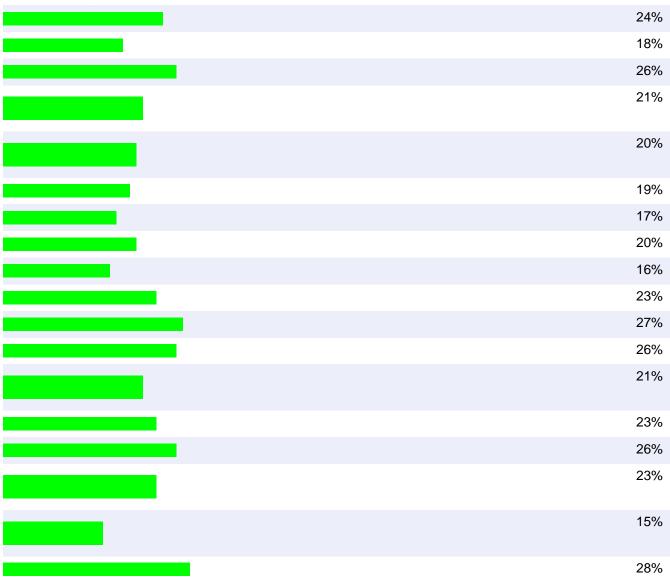
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



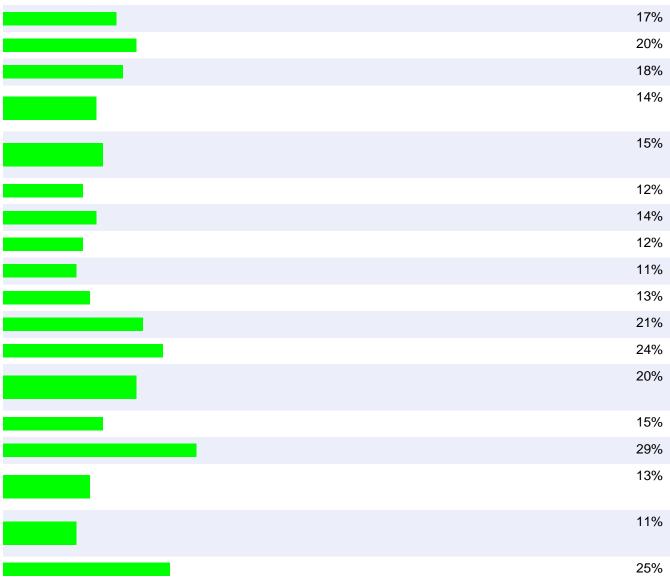
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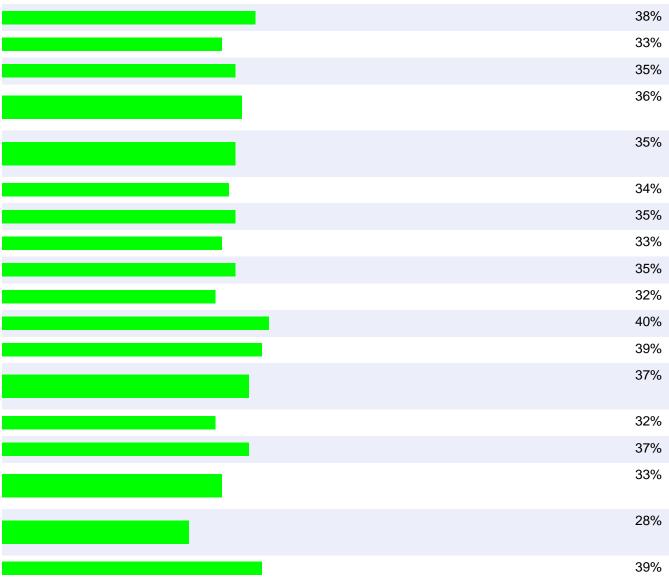
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Page 272 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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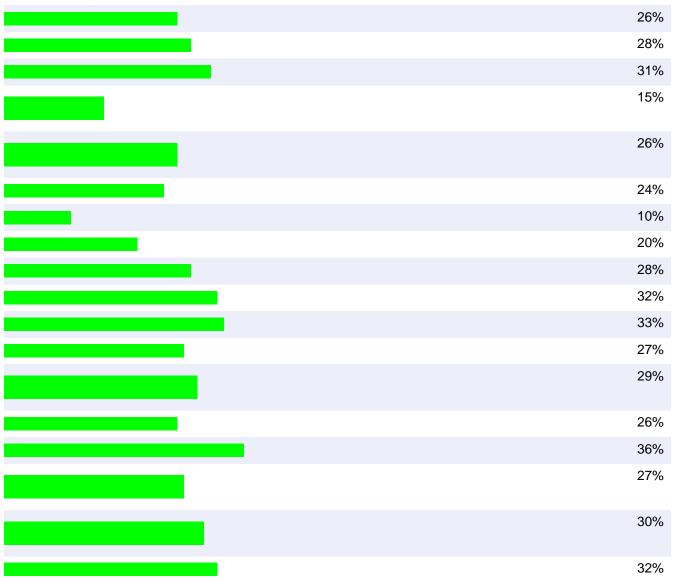
Page 273 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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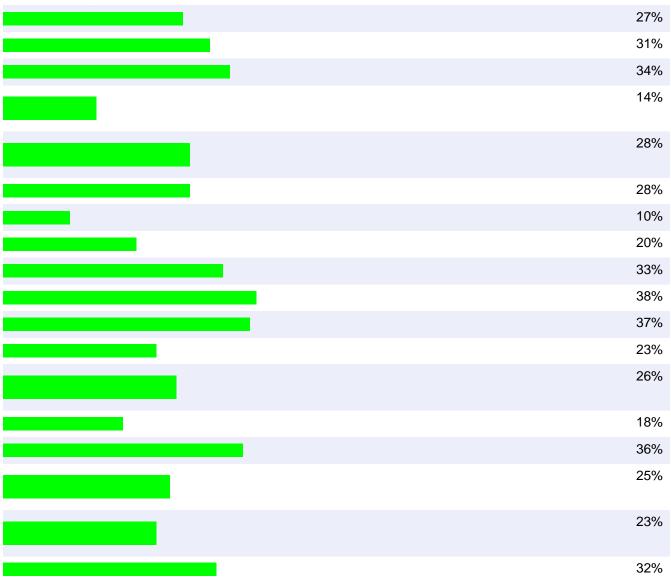
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey or rational Prophar Experiences (Fig. 11)		
330332	ST JOSEPH HOSPITAL	BETHPAGE
330340	SOUTHAMPTON HOSPITAL	SOUTHAMPTON
330350	UNIVERSITY HOSPITAL OF BROOKLYN (DOWNSTATE)	BROOKLYN
330353	FOREST HILLS HOSPITAL	FOREST HILLS
330372	FRANKLIN HOSPITAL	VALLEY STREAM
330385	NORTH CENTRAL BRONX HOSPITAL	BRONX
330386	CATSKILL REGIONAL MEDICAL CENTER	HARRIS
330393	UNIVERSITY HOSPITAL (STONY BROOK)	STONY BROOK
330394	UNITED HEALTH SERVICES HOSPITALS, INC	JOHNSON CITY
330395	ST JOHN'S EPISCOPAL HOSPITAL AT SOUTH SHORE	FAR ROCKAWAY
330396	WOODHULL MEDICAL AND MENTAL HEALTH CENTER	BROOKLYN
330397	INTERFAITH MEDICAL CENTER	BROOKLYN
330399	ST BARNABAS HOSPITAL	BRONX
330401	ST CATHERINE OF SIENA HOSPITAL	SMITHTOWN
330403	MONROE COMMUNITY HOSPITAL	ROCHESTER
330404	WINIFRED MASTERSON BURKE REHABILITATION HOSPITAL	WHITE PLAINS

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

		- /
NY	11714	
NY	11968	
NY	11203	
NY	11375	
NY	11580	
NY	10467	
NY	12742	
NY	11794	
NY	13790	
NY	11691	
NY	11206	
NY	11213	
NY	10457	
NY	11787	
NY	14620	
NY	10605	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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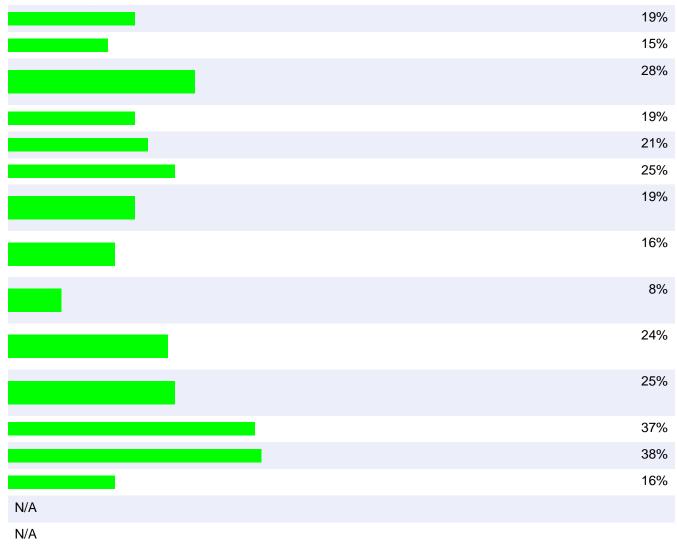
Page 286 of 341 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



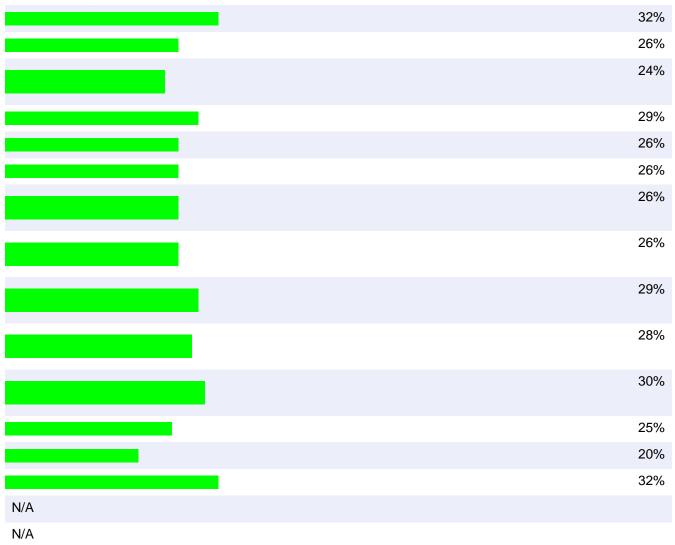
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



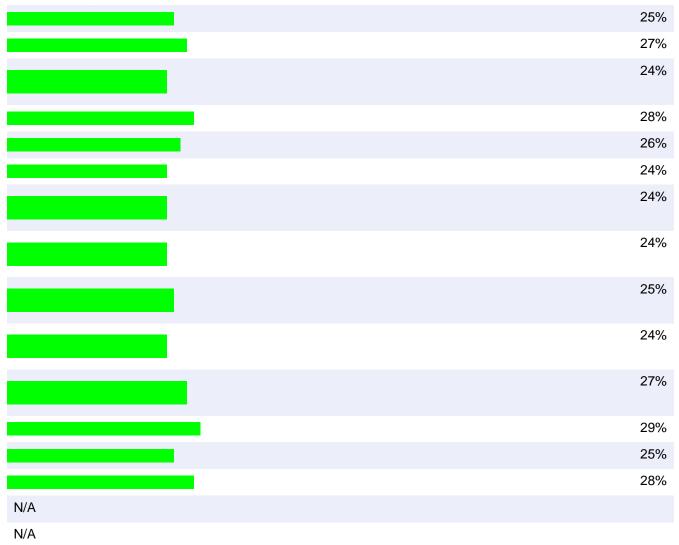
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



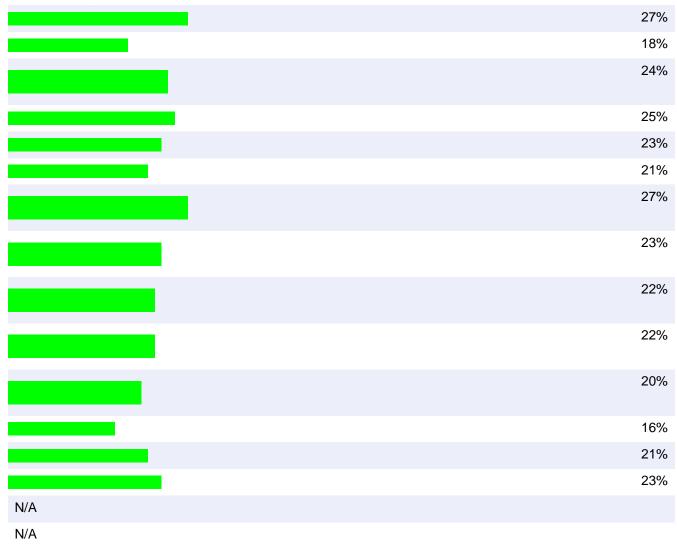
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



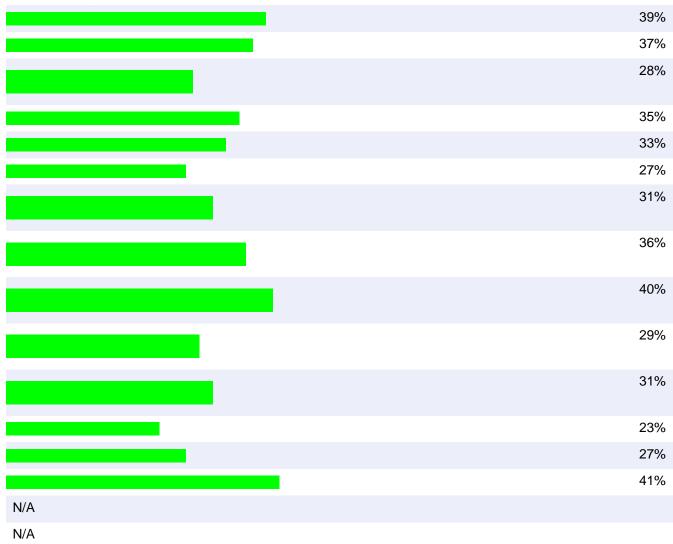
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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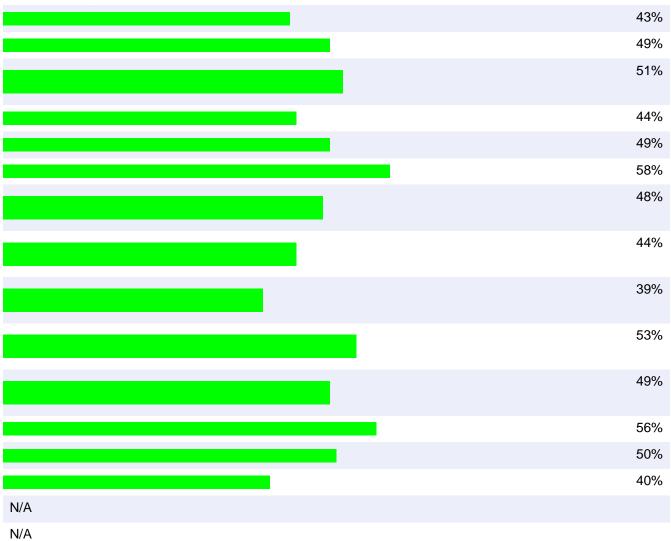
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	9%
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	9%
	9%
	9%
	8%
	13%
	4%
	4%
	11%
	10%
	17%
	15%
	8%
N/A	
N/A	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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330405	HELEN HAYES HOSPITAL	WEST HAVERSTRAW
330406	SUNNYVIEW HOSPITAL AND REHABILITATION CENTER	SCHENECTADY
331302	ELIZABETHTOWN COMMUNITY HOSPITAL	ELIZABETHTOWN
331304	MARGARETVILLE MEMORIAL HOSPITAL	MARGARETVILLE
331305	O'CONNOR HOSPITAL	DELHI
331306	MOSES-LUDINGTON HOSPITAL	TICONDEROGA
331309	RIVER HOSPITAL, INC	ALEXANDRIA BAY
331310	ELLENVILLE REGIONAL HOSPITAL	ELLENVILLE
331311	LITTLE FALLS HOSPITAL	LITTLE FALLS
331312	DELAWARE VALLEY HOSPITAL, INC	WALTON
331313	SCHUYLER HOSPITAL, INC	MONTOUR FALLS
331314	SOLDIERS AND SAILORS MEMORIAL HOSPITAL OF YATES	PENN YAN

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dasca on Garvey of	i i aliento i lospital Experiences (110/1111 0)	
NY	10993	
NY	12308	
NY	12932	
NY	12455	
NY	13753	
NY	12883	
NY	13607	
NY	12428	
NY	13365	
NY	13856	
NY	14865	
NY	14527	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Carvey of Fationic Floophar Experiences (Floring C)	
N/A	
N/A	
N/A	
	3%
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	4%
N/A	
	5%
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N/A	
	5%

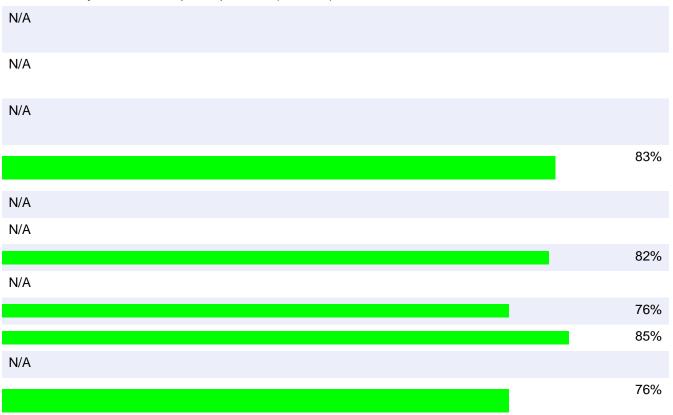
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of rationic ricopital Exponentics (north o)	
N/A	
N/A	
N/A	
	14%
N/A	
N/A	
	14%
N/A	
	19%
	13%
N/A	
	19%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Education Carvey of Fationic Propriate Experiences (Ferning)	
N/A	
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	2%
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	4%
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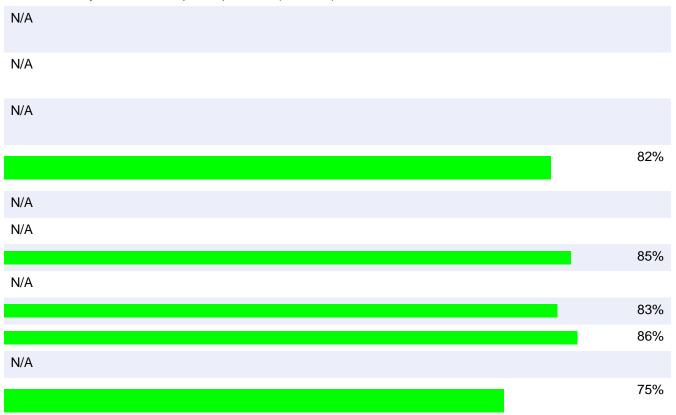
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of rationic ricepital Experiences (north e)	
N/A	
N/A	
N/A	
	16%
N/A	
N/A	
	11%
N/A	
	15%
	11%
N/A	
	19%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Badda di Parvoy di Fationia Propinal Experioriosa (11071111 0)	
N/A	
N/A	
N/A	
	2%
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	5%
N/A	
	13%
	5%
N/A	
	6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	-		,		
N/A						
N/A						
N/A						
						19%
N/A						
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						17%
N/A						
						30%
						18%
N/A						
						30%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of rationio ricepital Experiences (Fig. 11)	
N/A	
N/A	
N/A	
	3%
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	5%
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	9%
	2%
N/A	
	11%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

= (· · · · · · · · · · · · · · · · ·	
N/A	
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	22%
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N/A	
	22%
N/A	
	20%
	22%
N/A	
	29%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

(,	
N/A	
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	19%
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	11%
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	17%
	20%
N/A	
	19%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
N/A	
N/A	
	15%
N/A	
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	18%
N/A	
	18%
	20%
N/A	
	26%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
N/A	
N/A	
	2%
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	3%
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	4%
	3%
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	7%

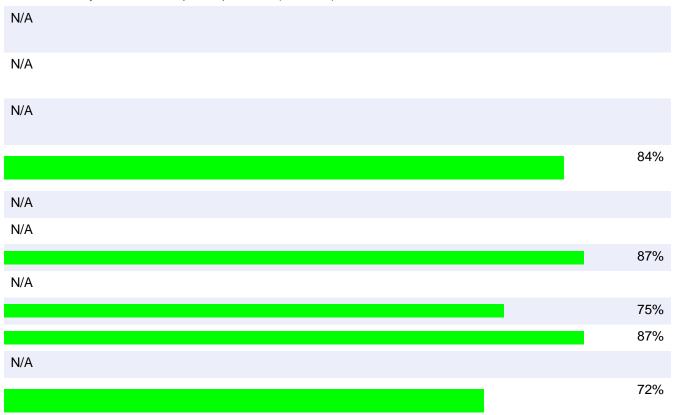
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
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N/A	
	14%
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N/A	
	10%
N/A	
	21%
	10%
N/A	
	21%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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N/A	
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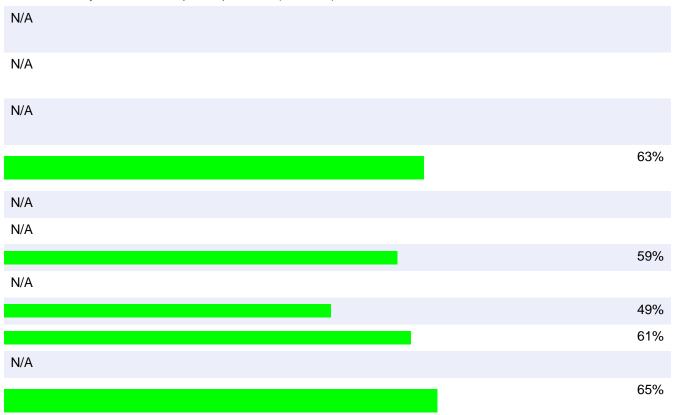
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Education Carroy of Fationic Propriate Experiences (Fig. 4)	
N/A	
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	34%
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	37%
	31%
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	27%

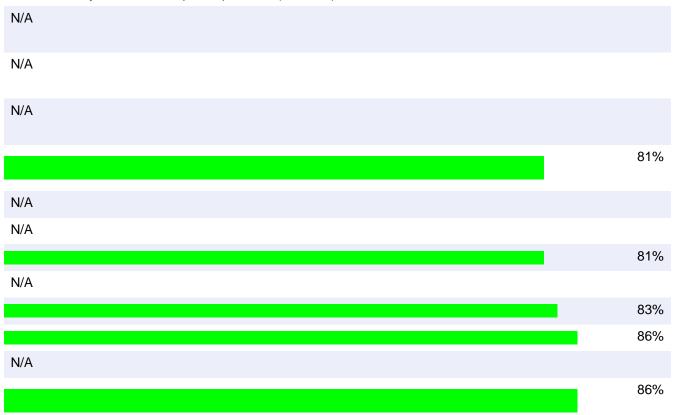
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of rational respiral Experiences (north e)	
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	19%
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	17%
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	14%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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N/A						
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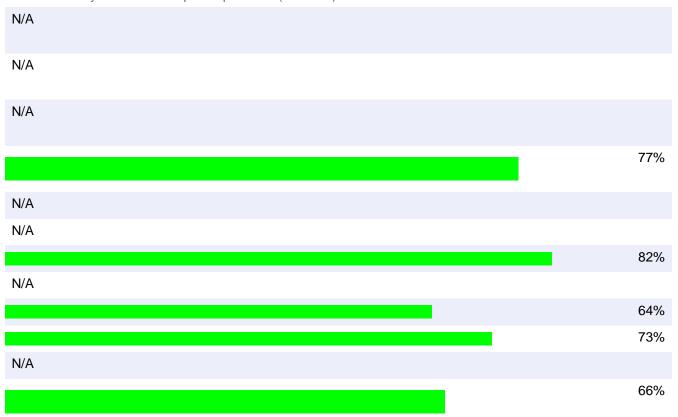
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	
N/A	
N/A	
	13%
N/A	
N/A	
	10%
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	27%
	21%
N/A	
	24%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of radionic ricepital Expensions (rice till e)	
N/A	
N/A	
N/A	
	5%
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	4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of rationic ricopital Expensions (richin e)	
N/A	
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N/A	
	29%
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	12%
N/A	
	34%
	20%
N/A	
	26%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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